



## *Aging and Disability Services*

*An Office of the  
Department of Health and Human Services*

*Paul R. LePage, Governor*

*Mary C. Mayhew, Commissioner*

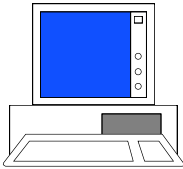
# Maine's Aging and Disability Services Resource Guide

2014

This booklet is published by:

Office of Aging and Disability Services  
Department of Health and Human Services  
#11 State House Station (41Anthony Ave)  
Augusta, ME 04333-0011  
(207)287-9200 FAX: (207)287-9229

**Toll Free Nationwide: 1-800-262-2232**  
**Dial 711 (Maine Relay)**



Office of Aging and Disability Services'  
Resource Directory is also available  
on the Internet

**[www.maine.gov/dhhs/oads/](http://www.maine.gov/dhhs/oads/)**

If your organization is listed in this Resource Guide and you need to make any changes or corrections, please contact the Office of Aging and Disability Services at (207)287-9200. Updates will be made in a future edition.



# State of Maine

Paul R. LePage  
Governor

Mary C. Mayhew, Commissioner  
Department of Health and Human Services

James Martin, Director  
Office of Aging and Disability Services



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## **211 Maine**

2-1-1 Maine is a comprehensive statewide directory of over 8,000 health and human services available in Maine. The toll free 2-1-1 hotline connects callers to trained call specialists who can help 24 hours a day, 7 days a week. Finding the answers to health and human services questions and locating resources is as quick and easy as dialing 2-1-1 or visiting:

**[www.211maine.org](http://www.211maine.org)**

## **Aging and Disability Resource Centers (ADRC)**

OADS is committed to implementing a *No Wrong Door* or *One Stop Shop* system throughout the state. One *No Wrong Door* is an Aging and Disability Resource Center (ADRC) where people can receive information about services and support.

The ADRC creates a single, coordinated system of information and access for all persons seeking long term supports and services. The objectives are to reduce consumer confusion, build consumer trust and respect by enhancing individual choice and informed decision-making, and break down barriers to community-based living by giving consumer's information about the complete spectrum of private and public long-term care options. ADRCs are available statewide.

Anyone can call their Aging and Disability Resource Center to receive help in many ways. There is no charge for the assistance you receive.

- Information and referrals
- Service information
- Medicare/Health Insurance counseling
- Educational Opportunities

## ***Aging and Disability Resource Centers (ADRC)***

- Options Counseling
- Advocacy
- Caregiver Support Services
- Healthy Aging Programs

To contact your ADRC, call **1-877-353-3771**



## ***Aging and Disability Resource Centers (ADRC)***

**[www.maine.gov/dhhs/oads/aging/resource  
/adrc.html](http://www.maine.gov/dhhs/oads/aging/resource/adrc.html)**

Call the Aging and Disability Resource Center nearest you for comprehensive information and assistance on long-term services and supports. Maine's five ADRCs (also known as Area Agencies on Aging) now provide complete information on long-term services and supports to seniors, people with disabilities of any age, and family members – whether the need is now, or for the future – ADRCs are designed to help guide you through the maze of long-term care options available these days – from home-based care, care options available in your community, up through care in an institution.

**You may call a central number 1-877-353-3771 from anywhere in Maine to contact the ADRC that serves the town you live in, or call your ADRC directly using the numbers that follow:**

***Area Agencies on Aging / Aging and Disability Resource Centers (Cont.)***

**Aroostook Agency on Aging**

*(Aroostook County)*

**One Edgemont Drive, Suite 2, PO Box 1288  
Presque Isle, ME 04769 .....(207)764-3396  
Toll Free .....1-800-439-1789  
TTY.....(207)992-0150  
Office Hours..... 8am-4:30pm, Monday-Friday**

**[www.aroostookaging.org/](http://www.aroostookaging.org/)**

**Eastern Agency on Aging**

*(Hancock, Penobscot, Piscataquis and Washington Counties)*

**450 Essex Street; Bangor, ME 04401-3937  
Voice .....(207)941-2865  
Toll Free .....1-800-432-7812  
TTY.....(207)992-0150  
Office Hours..... 8am – 4:30pm, Monday-Friday**

**[www.eaaa.org/](http://www.eaaa.org/)**

*Area Agencies on Aging / Aging and  
Disability Resource Centers (Cont.)*

**SeniorsPlus**

*(Androscoggin, Franklin and Oxford Counties)*

**8 Falcon Road, Lewiston, ME 04243-0659**

..... **(207)795-4010**

**Toll Free ..... 1-800-427-1241**

**TTY ..... (207)795-7232**

**Office Hours.....8:30am-4:30pm, Monday-Friday**

**[www.seniorsplus.org/](http://www.seniorsplus.org/)**

**Spectrum Generations**

*(Kennebec, Knox, Lincoln, Sagadahoc, Somerset and  
Waldo Counties, Brunswick and Harpswell)*

**One Weston Court, PO Box 2589, Augusta, ME  
04338-2589**

..... **(207)622-9212**

**Toll Free ..... 1-800-639-1553**

**TTY ..... (207)623-0809**

**Toll Free TTY ..... 1-800-464-8703**

**Office Hours..... 8am – 4:30pm, Monday-Friday**

**[www.spectrumgenerations.org/](http://www.spectrumgenerations.org/)**



*Area Agencies on Aging / Aging and Disability Resource Centers (Cont.)*

**Southern Maine Agency on Aging**

*(Cumberland, except Brunswick and Harpswell, and York Counties)*

**136 U.S. Route 1, Scarborough, ME 04074**  
.....(207)396-6500  
**Toll Free .....1-800-427-7411**  
**TTY.....(207)883-0532**  
**Fax .....(207)883-8249**  
**Office Hours..... 8am – 4:30pm, Monday-Friday**

**[www.smaaa.org](http://www.smaaa.org)**

**Eldercare Locator**

The Eldercare Locator is a public service of the Administration on Aging and the U.S. Department of Health and Human Services. It is a nationwide service that connects older Americans and their caregivers with information and senior services.

Choose from a number of topics and receive information, or learn about services available locally.

**Toll Free .....1-800-677-1116**

**[www.eldercare.gov](http://www.eldercare.gov)**

# Adult Day Services

Adult Day Service programs are designed to provide older adults and adults with disabilities with community-based services including: structured social, recreational, education and therapeutic activities; limited health services and health monitoring; meals; supervision; help with activities of daily living and personal care services; and information and referrals.

Adult Day Services programs promote personal independence through a variety of activities offered to participants based on individual needs and interests. These services also provide respite for caregivers.

Maine's Adult Day Service programs are licensed as medical and social models. For more information and a complete list of licensed Adult Day Care facilities, or to submit updates, please call or write:

**DHHS Division of  
Licensing and Regulatory Services**

**41 Anthony Avenue**

**#11 State House Station**

**Augusta, ME 04333-0011 .....1-800-791-4080**

**.....(207)287-9300**

**.....711 (Maine Relay)**

## *Adult Day Services (Cont.)*

You can also visit the Division of Licensing and Regulatory Services at:

**[gateway.maine.gov/dhhs-apps/rcare/adc\\_search.asp](http://gateway.maine.gov/dhhs-apps/rcare/adc_search.asp)**

An assessment may be needed to determine an individual's functional and financial eligibility for long term care services including Adult Day Services. The Medical Eligibility Determination form is an assessment that helps individuals and families understand what services are available to them and to plan for service needs. To find out if an assessment is needed you may call an adult day provider directly, or connect with your local Area Aging on Aging/Aging and Disability Resource Center listed on pages 2 – 7.

## **Adult Protective Services**

The Office of Aging and Disability Services provides or arranges for services to protect incapacitated and dependent adults age 18 and over.

If you or someone you know is being abused, neglected, exploited or is unsafe, call Adult Protective Services to make a confidential report.

**Nationwide 24-hour, toll-free.....1-800-624-8404**  
**..... Dial 711 (Maine Relay)**

## **Alcoholism and Substance Abuse**

The Information & Resource Center of the Office of Substance Abuse provides information about alcohol and other drugs, substance abuse prevention, treatment, research and education. For more information, call or write:

**DHHS/Office of Substance Abuse  
& Mental Health Services**

**Information & Resource Center**

**#11 State House Station**

**41 Anthony Avenue**

**Augusta, ME 04333.....(207)287-8900**

**Toll Free in Maine only .....1-800-499-0027**

**..... Dial 711 (Maine Relay)**

**[www.maine.gov/dhhs/samhs/](http://www.maine.gov/dhhs/samhs/)**

## **Alzheimer's Care and Support**

Services for people with Alzheimer's disease or other dementias, and their caregivers include diagnosis and evaluation at memory clinics, adult day services, in-home and overnight respite, home care services, and special care units in residential care and nursing facilities. For information about these services call your local area agency on aging listed on pages 2 - 7.

### **DHHS/Office of Aging and Disability Services**

**#11 State House Station**

**41 Anthony Ave**

**Augusta, ME 04333-0011 .....(207)287-9200**

**Toll Free Nationwide .....1-800-262-2232**

**Toll Free ..... Dial 711 (Maine Relay)**

## *Alzheimer's Care and Support (Cont.)*

**Respite** may provide several hours a week of time off from your care giving duties occasionally or on a regular basis. Respite can be provided at home, an adult day care program or overnight. Up to two weeks a year of *overnight respite* is offered at certain nursing residential care facilities. The “Partners in Caring” program at your local Agency on Aging may help to cover the cost of these respite services. See pages 2 - 7 for the Area Agency on Aging that serves the area you live in. The Agencies on Aging can provide information and support to caregivers of person with dementia.

**Information, education and support services for people with dementia and their families are available through the Alzheimer's Association, Maine Chapter.**

Referral and resource information on Alzheimer's disease and related disorders, symptoms, diagnosis, caregiving issues and county-by-county lists of dementia specific services are available at no charge. Information, care consultation, and a sympathetic listener are available 24 hours a day through their statewide toll-free Helpline.

## ***Alzheimer's Care and Support (Cont.)***

Staff social workers provide in-depth care management as requested. Educational conferences, workshops and training seminars are regularly scheduled in a variety of locations for family and professional caregivers.

Additional services include support groups statewide and Safe Return, a nationwide program for people with dementia who wander and become lost. The Association publishes a free, quarterly newsletter with up-to-date articles on research, caregiving issues, and a calendar of events. Free information packets are sent upon request.

**Alzheimer's Association, Maine Chapter**  
**383 U.S. Route 1, Suite 2C**  
**Scarborough, ME 04074**

**Helpline (available 24/7).....1-800-660-2871**  
**Business:.....(207)772-0115**  
**Fax: .....(207)772-3705**

**[www.alz.org/maine](http://www.alz.org/maine)**



## *Alzheimer's Care and Support (Cont.)*

### **Geriatric Evaluation Centers**

**Memory Clinic (Cary Medical Center)**

**Caribou ..... (207)498-3111(ext.1394)**

**[www.carymedicalcenter.org/our-services/specialty-clinics](http://www.carymedicalcenter.org/our-services/specialty-clinics)**

**Maine Medical Center Outpatient Geriatric**

**Center Portland 04101..... (207)662-2847**

**[www.mmc.org/mmc\\_body.cfm?id=4966](http://www.mmc.org/mmc_body.cfm?id=4966)**

**Neurology Associates of Eastern Maine**

**Bangor 04401 ..... 1-800-208-0558**

**[neurologyeasternmaine.com/](http://neurologyeasternmaine.com/)**

**SeniorCare (Maine General Health) Family  
Medicine Institute**

**Augusta 04330 ..... (207)626-1561**

**[www.mainegeneral.org/body.cfm?id=64](http://www.mainegeneral.org/body.cfm?id=64)**

**The Center for Healthy Aging**

**Bangor 04401 ..... (207)973-7094**

**[rosscare.org/our-programs.aspx?id=51750](http://rosscare.org/our-programs.aspx?id=51750)**

## *Alzheimer's Care and Support (Cont.)*

**Maine's Savvy Caregiver Project** provides a 6-session training program for caregivers of people with dementia living in the community. The course helps family members understand their role as caregivers, provides knowledge of dementia and its impact, and teaches skills for effective caregiving. Strategies learned at training will lead to an attitude that fosters confidence and a sense of mastery for successful caregiving.

For information about the training, contact the Office of Aging and Disability Services at (207)287-7134 or go to [www.maine.gov/dhhs/oads/aging/events.htm](http://www.maine.gov/dhhs/oads/aging/events.htm) for the statewide schedule of training.

# American Red Cross in Maine

## MISSION

*The American Red Cross is a humanitarian organization, led by volunteers that provides relief to victims of disasters and helps people prevent, prepare for, and respond to emergencies.*

Each chapter is governed by a local board of directors and must raise 100% of the funds necessary to prepare and respond to the needs of Maine from local individuals, corporations and foundations.

**[www.maineredcross.org/](http://www.maineredcross.org/)**

### **Southern Maine Headquarters**

2401 Congress Street  
Portland, ME 04102  
(207)874-1192  
Fax (207)874-1976

### **York County Service Center**

5 Washington Street, Suite 31  
Biddeford, ME 04005  
(207)283-8579  
Fax (207)283-9829

## ***American Red Cross in Maine (Cont.)***

### **ARC of United Valley**

1180 Lisbon St  
Lewiston, ME 04240  
(207)795-4004  
Fax (207)795-4037

### **Mid Coast Chapter American Red Cross**

16 Community Way  
Topsham ME 04086  
(207)729-6779  
Fax (207)729-2738

### **Pine Tree Red Cross**

122 Target Industrial Circle  
Bangor, ME 04401  
(207)941-2903  
Fax: (207)941-2906

## *American Red Cross in Maine (Cont.)*

### **DISASTER SERVICES**

The American Red Cross assists families who are victims of single-family fires, apartment fires, large natural disasters such as floods and hurricanes, man-made disasters, and other emergency situations. This is accomplished by volunteers who are ready at a moment's notice to offer disaster relief in the form of mental health counseling, shelter, and many times vouchers for food, clothing, household items, occupational supplies, verified prescriptions, funeral expenses, utility deposits, and first month's rent. All disaster assistance is free.

### **EDUCATION AND TRAINING**

Education and training courses such as CPR, First Aid, and Water Safety are skills every family and business should learn. You never know when you may need to help – a stranger on the street, a co-worker at lunch, or even your own family member at the dinner table. Quality instructors can teach you the skills you need to know if you are ever called upon to help save a life, and the training can be held at the Red Cross or your workplace.

## *American Red Cross in Maine (Cont.)*

### **INTERNATIONAL SERVICES**

American Red Cross International Services supports humanitarian relief around the world. Besides tracing relatives lost during disasters or wars, this vital part of the Red Cross also provides the following services: educating the public about international humanitarian law, responding with personnel, financial aid, and very specific donations of products in response to appeals for relief assistance in armed conflicts and international disasters, and helping to strengthen Red Cross and Red Crescent societies in other nations by sharing the expertise and resources of the American Red Cross.

### **ARMED FORCES EMERGENCY SERVICES**

Armed Forces Emergency Services began in 1900 when the U.S. Congress issued a charter to the American Red Cross requiring it to act "in accord with the military authorities as a medium of communication between the people of the United States and their Armed Forces..." and since that charter was issued, the Red Cross has provided not only emergency communications and case management, but other important services to help members of the armed forces and their families.

## ***American Red Cross in Maine (Cont.)***

Financial assistance is also provided to military families in the form of interest-free loans or grants during times of emergency.

### **VOLUNTEER OPPORTUNITIES**

• Disaster Relief • Education and Training •  
Committees • Emergency Services • Nursing •  
Internships • Service to Military Families •  
Communication / Public Relations • Administrative  
Work • International Services • Resource  
Development

## Assessment for Long-term Care Supports and Services

Long-term care includes home care services or services in residential or institutional settings. The State of Maine Long-term Care Assessment is for anyone who needs long-term care services and wants to know which ones are available and affordable. The first step is a telephone screen to make sure you need an assessment.

If you do, there is no charge, and the assessment is private. The assessment is done in your home, in the hospital, or nursing home by a Registered Nurse. The nurse uses a form called the “MED” (Medical Eligibility Determination form). The nurse will ask about the kinds of tasks you can do by yourself, what kinds of help you need, whether you have friends and family members or neighbors who can help you, what your income is, and other questions.

For more information, or to have a telephone screen, call **Goold Health Systems**

**Toll Free .....1-800-609-7893**

**OR.....1-800-832-9672**

**TTY Helpline .....(207)622-3210**

**[www.ghsinc.com/clients/maine](http://www.ghsinc.com/clients/maine)**



*Assessment for Long-term Care Supports  
and Services (Cont.)*

The free assessment is available throughout the state  
and is required for anyone entering a nursing home.

If you have additional questions call:

**Office Of Aging & Disability Services**  
..... **(207)287-9200**  
**Toll Free Nationwide** ..... **1-800-262-2232**  
..... **Dial 711 (Maine Relay)**

The free assessment is available throughout the state  
and is required for anyone entering a nursing home.

**[www.maine.gov/dhhs/oads/](http://www.maine.gov/dhhs/oads/)**

## **Assisted Living**

**Adult Family Care Homes** are residences where six or fewer people who meet medical eligibility requirements live in a homelike setting and can receive personal care, medication management and supervision.

**Assisted Living Residences** - Maine provides a variety of Assisted Living Residences to meet the needs of its citizens.

**Independent Housing with Services** has private apartments, central dining and supportive services for occupants.

For a list of Assisted Living Facilities visit the Division of Licensing and Regulatory Services at:

**[gateway.maine.gov/dhhs-apps/rcare/](http://gateway.maine.gov/dhhs-apps/rcare/)**

## Assisted Technology

A wide range of independent living services are available for adults of all ages with disabilities. These services may include:

- Adaptive Equipment Loan Program
- Independent Living Skills Instruction
- Adapted Driver Evaluation and Training
- Adaptive and Mobility Equipment (high and low-tech) and Selection (trial rentals)
- Adapted Transportation
- Access Design Consultation
- Information and Referral
- Personal Care Attendant (PCA) Services for adults who want to manage their own services.

For more information contact:

### ALPHA ONE

**Bangor .....1-800-300-6016**

**Presque Isle .....1-800-974-6466**

**South Portland .....1-800-640-7200**

**[www.alphaonenow.org](http://www.alphaonenow.org)**

*Assisted Technology (Cont.)*

Two other agencies that focus on services for persons with disabilities:

**Maine Consumer Information and Technology Training Exchange (CITE)** has information about policies, programs and funding resources.

**Augusta** .....(207)621-3195  
**In-State** .....1-877-475-4800  
**Fax** .....(207)629-5429

[www.icdri.org/legal/maine.htm](http://www.icdri.org/legal/maine.htm)

**Technical Exploration Center of United Cerebral Palsy of Northern Maine** has information and samples of high and low-tech assistance devices for people to try out. The Center also does assistance technology evaluations.

**Bangor** .....(207)941-2952

[www.mainecite.org/](http://www.mainecite.org/)

## **Blind & Visually Impaired Services**

**[www.maine.gov/rehab/dbvi/index.shtml](http://www.maine.gov/rehab/dbvi/index.shtml)**

### **Augusta**

**21 Enterprise Dr, Suite 2, 73 State House Station  
Augusta, ME 04333-0073 .....(207)624-5120**

**Toll Free .....1-800-760-1573**

**.....1-888-633-0770**

### **Bangor**

**45 Oak Street, Suite 1**

**Bangor, ME 04401 .....(207)561-4000**

**Toll Free .....1-888-545-8811**

### **Lewiston**

**5 Mollison Way**

**Lewiston, ME 04240 .....(207)753-9000**

**Toll Free .....1-800-741-2991**

## ***Blind & Visually Impaired (Cont.)***

### **Portland**

**185 Lancaster Street**

**Portland, ME 04101 .....(207)771-5627**

**Toll Free .....1-877-594-5627**

**TTY Toll Free.....1-888-212-6229**

### **Presque Isle**

**66 Spruce Street**

**Presque Isle, ME 04769-3222.....(207)760-6300**

**Toll Free .....1-800-635-0357**

**TTY Toll Free.....1-800-697-2877**

### **Rockland**

**91 Camden Street, suite 202**

**Rockland, ME 04841-9914 .....(207)596-2641**

**Toll Free .....1-877-421-7916**

**Toll Free .....1-888-212-6229**

## **Brain Injury Services**

MaineCare (Maine's Medicaid Program) has services available to qualifying individuals who have sustained an acquired brain injury.

### **Who can participate?**

You must be 18 years old, qualify for MaineCare, have had an acquired brain injury (as defined below), and meet the level of care for the type of service you are seeking.

In Maine, a qualifying brain injury is an insult to the brain resulting directly or indirectly from trauma, infection, anoxia, or vascular lesions, and not of a degenerative or congenital nature, but which may produce a diminished or altered state of consciousness resulting in impairment of cognitive abilities and/or physical functioning. It can also result in the disturbance of behavioral or emotional functioning. These impairments may be either temporary or permanent and cause partial or total functional disability or psychosocial maladjustment. This does not include brain injuries that are induced by birth.

## ***Brain Injury Services (Cont.)***

### **What kinds of services and supports are available?**

#### **Neurorehabilitation Outpatient Service**

The services are designed to address the unique medical, physical, cognitive, psychosocial, and behavioral needs of qualified individuals with an acquired brain injury on an outpatient basis.

#### **Residential Services**

Group home living options are available for qualified individuals with an acquired brain injury who need 24/7 living support.

For more information, contact: Maine Department of Health and Human Services, Office of Aging and Disability Services.....(207)287-4242

### **Community/Online Resources**

Brain Injury Association of America

**[www.biausa.org/](http://www.biausa.org/)**

Brain Injury Information Network (of Maine)

**[www.biin.org/](http://www.biin.org/)**



***Brain Injury Services (Cont.)***

**State of Maine Other Related Conditions  
Waiver Program**

MaineCare has services available to qualifying individuals who have a diagnosed other related conditions and meet the qualifying level of care.

**Who can participate?**

You must be 18 years old, qualify for MaineCare, have a condition that meets the other related conditions eligibility criteria, and meet the level of care for the type of service you are seeking.

**What kinds of services and supports are available?**

Group home living options are available for qualified individuals who need 24/7 living support. Support is also available for individuals living in their own home or a supported apartment setting.

For more information, contact: Maine Department of Health and Human Services, Office of Aging and Disability Services.....(207)287-4242

## **Community Action Programs**

Contact these agencies for energy assistance, home weatherization or repair, transportation.

### **Aroostook County Action Program**

**771 Main Street, PO Box 1116**

**Presque Isle, ME 04769 .....(207)764-3721**

**Toll Free .....1-800-432-7881**

**[acap-me.org/](http://acap-me.org/)**

### **Mid Coast Maine Community Action**

**34 Wing Farm Parkway**

**Bath, ME 04530 .....(207)442-7963**

**Toll Free .....1-800-221-2221**

**[midcoastmainecommunityaction.org/](http://midcoastmainecommunityaction.org/)**

### **Community Concepts**

**PO Box 278 (Market Square)**

**South Paris, ME 04281 .....(207)743-7716**

**Instate Only .....1-800-866-5588**

**[www.community-concepts.org/](http://www.community-concepts.org/)**

***Community Action Programs (Cont.)***

**Kennebec Valley Community Action Program**

**97 Water Street**

**Waterville, ME 04901 ..... (207)859-1500**

**22 Armory St Rm. 15**

**Augusta, ME 04330 ..... (207)622-4761**

**[www.kvcap.org/](http://www.kvcap.org/)**

**Penquis Community Action Program**

**262 Harlow Street, PO Box 1162**

**Bangor, ME 04401 ..... (207)973-3500**

**Toll Free ..... 1-888-424-0151**

**[www.penquis.org/](http://www.penquis.org/)**

**Opportunity Alliance**

**510 Cumberland Avenue**

**Portland, ME 04101 ..... (207)874-1140**

**Toll Free ..... 1-800-698-4959**

**[www.opportunityalliance.org/](http://www.opportunityalliance.org/)**

**Waldo County Community Action**

**9 Field Street, PO Box 130**

**Belfast, ME 04915 ..... (207)338-3025**

**Toll Free ..... 1-800-498-3025**

**[waldocap.org/](http://waldocap.org/)**

## ***Community Action Programs (Cont.)***

### **Washington-Hancock Community Action Agency**

**PO Box 219**

**Machias, Me 04654 .....(207)546-7544**

**Toll Free(9-11a.m.).....1-800-828-7544**

**2<sup>nd</sup> Location WHCA**

**248 Bucksport Rd., PO Box 299, Ellsworth, Me  
04605..... (207)-664-2424**

**[www.whcacap.org/](http://www.whcacap.org/)**

### **Western Maine Community Action**

**Church Street, PO Box 200**

**East Wilton, ME 04234.....(207)645-3764**

**[wmca.org/](http://wmca.org/)**

### **York County Community Action Corporation**

**6 Spruce Street, PO Box 72**

**Sanford, ME 04073 .....(207)324-5762**

**Toll Free .....1-800-965-5762**

**[yccac.org/](http://yccac.org/)**

## Consumer Fraud

Maine consumers are protected against fraud and unfair and deceptive practices by a variety of state laws. To learn more about your rights as a consumer, or to file a general fraud complaint, call or write:

### **Consumer Mediation Service**

#### **Attorney General's Office**

#### **#6 State House Station**

**Augusta, ME 04333.....(207)626-8849**

**Local/Out-of-State TTY .....(207)626-8865**

**[www.maine.gov/ag/consumer/complaints/index.shtml](http://www.maine.gov/ag/consumer/complaints/index.shtml)**

Email: **[consumer.mediation@maine.gov](mailto:consumer.mediation@maine.gov)**

Hours: Monday-Friday, 9am-12pm, 1pm-4pm

The Attorney General's Office Health Care Crimes Unit investigates and prosecutes:

- MaineCare (Medicaid) fraud; and
- Abuse, neglect or financial exploitation occurring in MaineCare facilities or committed by MaineCare providers or employees. Call or write:

### **Health Care Crimes Unit**

#### **#6 State House Station**

**Augusta, ME 04333.....(207)626-8520**

**..... Dial 711 (Maine Relay)**

**[www.maine.gov/ag/crime/crimes we prosecute/healthcare crimes.shtml](http://www.maine.gov/ag/crime/crimes_we_prosecute/healthcare_crimes.shtml)**

# ***Consumer Fraud (Cont.)***

## **Office of Consumer Credit Protection**

**#35 State House Station**

**122 Northern Avenue**

**Augusta, ME 04333..... (207)624-8527**

**Toll Free ..... 1-800-332-8529**

**..... Dial 711 (Maine Relay)**

**[www.maine.gov/pfr/consumercredit/index.shtml](http://www.maine.gov/pfr/consumercredit/index.shtml)**

**Public Utilities Commission (electric, telephone,  
water & natural gas utilities)**

**#18 State House Station**

**Augusta, ME 04333..... 1-800-452-4699**

**[www.maine.gov/mpuc/](http://www.maine.gov/mpuc/)**

If you need a lawyer to represent you in a consumer fraud case, call Legal Services for the Elderly at:  
Toll Free V/TTY 1-800-750-5353.

## **Senior Medicare Patrol (SMP)**

The Senior Medicare Patrol's mission is to educate consumers about Medicare and MaineCare and how they can help identify and reduce errors, fraud, waste and abuse. For assistance, contact:

**The Office of Aging & Disability Services...1-800-262-2232**

**Legal Services For the Elderly Helpline .....1-800-750-5353**

**Area Agencies on Aging .....1-877-353-3771**

## **Cooperative Extension County Offices**

### **Androscoggin and Sagadahoc Counties**

24 Main St.

Lisbon Falls, ME 04252-1507

(207)353-5550

1-800-287-1458

### **Aroostook County**

22 Hall Street, Suite 101

Fort Kent, ME 04743-7131

(207)834-3905

1-800-287-1421

57 Houlton Rd.

Presque Isle, ME 04769-0727

(207)764-3361

1-800-287-1462

25 School St.

PO Box 8

Houlton, ME 04730-0008

(207)532-6548

1-800-287-1469

### **Cumberland County**

75 Clearwater Dr. Suite 104

Falmouth, Me 04105

(207)781-6099

1-800-287-1471

### **Franklin County**

138 Pleasant St., Suite 1

Farmington, ME 04938-5828

(207)778-4650

1-800-287-1478 (instate)

## ***Cooperative Extension County Offices (Cont.)***

### **Hancock County**

63 Boggy Brook Road  
Ellsworth, ME 04605-9540  
(207)667-8212                      1-800-287-1479

### **Kennebec County**

125 State St., 3rd Floor  
Augusta, ME 04330-5692  
(207)622-7546                      1-800-287-1481

### **Knox and Lincoln Counties**

377 Manktown Road  
Waldoboro, ME 04572  
(207)832-0343                      1-800-244-2104

### **Oxford County**

9 Olson Road  
South Paris, ME 04281-6402  
(207)743-6329                      1-800-287-1482

### **Penobscot County**

307 Maine Avenue  
Bangor, ME 04401-4331  
(207)942-7396                      1-800-287-1485



## ***Cooperative Extension County Offices (Cont.)***

### **Piscataquis County**

165 E. Main Street

Dover-Foxcroft, ME 04426-1396

(207)564-3301

1-800-287-1491

### **Somerset County**

7 County Drive

Skowhegan, ME 04976-4209

(207)474-9622

1-800-287-1495

### **Waldo County**

992 Waterville Road

Waldo, ME 04915

(207)342-5971

1-800-287-1426

### **Washington County - Senior Companion Program**

28 Center Street

Machias, ME 04654

(207)255-3345

1-800-287-1542

### **York County**

21 Bradeen Street, Suite 302

Springvale, ME 04083

(207)324-2814

1-800-287-1535

### **USDA Cooperative Extension:**

**[www.csrees.usda.gov/Extension/#](http://www.csrees.usda.gov/Extension/#)**

## **Cooperative Extension Service - University of Maine System**

The Cooperative Extension Service of the University of Maine System conducts a variety of programs in communities throughout the state such as:

- Pre-Retirement Planning
- You and Your Aging Relative
- Cooking for 1 or 2
- Nutrition Education

The Extension Service develops intergenerational programs within nursing homes and boarding homes. They sponsor the Senior Companion Program in all counties except York and Cumberland. For more information regarding activities in your county, contact the Cooperative Extension Service office nearest you. See Pages 37-39 for a complete list.

**[www.extension.umaine.edu/](http://www.extension.umaine.edu/)**

## **Deaf and Hard of Hearing Services**

**Maine Center on Deafness** provides a range of services to Deaf, Hard of Hearing, Late Deafened, & Speech-impaired residents of Maine. With its advocacy, empowerment, information and referral services, MCD seeks to promote public awareness and to maximize the potential of all individuals with a hearing loss. MCD helps qualified individuals to obtain Telecommunications Equipment, Deaf-Blind Equipment and Hearing Aids. MCD's other programs include Civil Rights, Peer Support Groups & Visual Gestural Communications training. The agency also provides Community Outreach for the Maine Telecommunication Relay Service.

For more information, call or email:

**Maine Center on Deafness**

**207-797-7656 V/TTY**

**207-766-7111 Video Phone**

**800-639-3884 V/TTY - Toll Free**

**Fax: 207-797-9791**

Email: **[info@mcdmaine.org](mailto:info@mcdmaine.org)**

**[www.mcdmaine.org](http://www.mcdmaine.org)**

## **Department of Health and Human Services - District Offices**

Contact the Department of Health and Human Services District Offices about Food Stamps, Medical Assistance (MaineCare), Residential and Nursing Home Assistance, and Public Health Nursing. DHHS will contact the AT&T Language Line to make arrangements for an interpreter for anyone who needs one.

*For up to the minute information on district office locations and phone numbers, please check the website at*

**[www.maine.gov/dhhs](http://www.maine.gov/dhhs)**

### **Augusta**

**35 Anthony Avenue**

**Augusta, ME 04333.....(207)624-8090**

**Toll Free .....1-800-452-1926**

**..... Dial 711 (Maine Relay)**

**Fax .....(207)624-8074**

***DHHS District Offices (Cont.)***

**Bangor**

**396 Griffin Road**

**Bangor, ME 04401-3095.....(207)561-4100**

**Toll Free .....1-800-432-7825**

**..... Dial 711 (Maine Relay)**

**Fax .....(207)561-4122**

**Biddeford**

**208 Graham Street**

**Biddeford, ME 04005-3350.....(207)286-2400**

**Toll Free .....1-800-322-1919**

**..... DIAL 711(MAINERELAY)**

**Fax .....(207)286-2408**

**Calais**

**392 South Street**

**Calais, ME 04619-1108.....(207)454-9000**

**Toll Free .....1-800-622-1400**

**..... Dial 711 (Maine Relay)**

**Fax .....(207)454-9012**

***DHHS District Offices (Cont.)***

**Caribou**

**30 Skyway Drive, Unit 100**

**Caribou, ME 04736-2060 .....(207)493-4000**

**Toll Free .....1-800-432-7366**

**..... Dial 711 (Maine Relay)**

**Fax .....(207)493-4001**

**Ellsworth**

**17 Eastward Lane**

**Ellsworth, ME 04605-1718.....(207)667-1600**

**Toll Free .....1-800-432-7823**

**..... Dial 711 (Maine Relay)**

**Fax .....(207)667-5364**

**Farmington**

**114 Corn Shop Lane**

**Farmington, ME 04938.....(207)778-8400**

**Toll Free .....1-800-442-6382**

**..... Dial 711 (Maine Relay)**

**Fax .....(207)778-8410**

***DHHS District Offices (Cont.)***

**Fort Kent**

**137 Market Street**

**Fort Kent, ME 04743 ..... (207)834-7700**

**Toll Free ..... 1-800-432-7340**

**..... Dial 711 (Maine Relay)**

**Fax ..... (207)834-7701**

**Houlton**

**11 High Street**

**Houlton, ME 04730-2012..... (207)532-5000**

**Toll Free ..... 1-800-432-7338**

**..... Dial 711 (Maine Relay)**

**Fax ..... (207)532-7995**

**Lewiston**

**200 Main Street**

**Lewiston, ME 04240-7098..... (207)795-4300**

**Toll Free ..... 1-800-482-7517**

**..... Dial 711(MaineRelay)**

**Fax ..... (207)795-4444**

***DHHS District Offices (Cont.)***

**Machias**

**38 Prescott Drive**

**Machias, ME 04654-9984 .....(207)255-2000**

**Toll Free .....1-800-432-7846**

**..... Dial 711 (Maine Relay)**

**Fax .....(207)255-2022**

**Portland**

**161 Marginal Way**

**Portland, ME 04101-2438 .....(207)822-2000**

**Toll Free .....1-800-482-7520**

**..... Dial 711(MaineRelay)**

**Fax .....(207)822-2146**

**Rockland**

**91 Camden Street, Suite 103**

**Rockland, ME 04841-0201 .....(207)596-4200**

**Toll Free .....1-800-432-7802**

**..... Dial 711 (Maine Relay)**

**Fax .....(207)596-4235**



***DHHS District Offices (Cont.)***

**Sanford**

**890 Main Street, Suite #208**

**Sanford, ME 04073-3800.....(207)490-5400**

**Toll Free .....1-800-482-0790**

**..... Dial 711(MaineRelay)**

**Fax .....(207)490-5463**

**South Paris**

**243 Main Street, Suite #6**

**South Paris, ME 04281 .....(207)744-1200**

**Toll-Free.....1-888-593-9775**

**..... Dial 711(MaineRelay)**

**Fax .....(207)743-8798**

**Skowhegan**

**98 North Avenue, Suite 10**

**Skowhegan, ME 04976-1996.....(207)474-4800**

**Toll Free .....1-800-452-4602**

**..... Dial 711 (Maine Relay)**

**Fax .....(207)474-4888**

## **Developmental Services**

### **State Of Maine Developmental Services-**

OADS Disability Services will provide leadership and be an active partner in Maine's comprehensive system of support to individuals who are eligible for Developmental services.

At the foundation of this system is the belief that all individuals, through self-determination, can achieve a quality of life consistent with the community in which they live. Supports will be flexible and designed in a manner that recognizes people's changing needs throughout their lifetimes.

### **Who can participate?**

You must be 18 years old, and meet the eligibility criteria established in rule which establishes an intellectual disability or Autism during the developmental period.

## ***Developmental Services (Cont.)***

**What types of services and supports are available?**

### **Case Management Services**

Case management services can coordinate a variety of services for an individual based on the person's needs and personal choice. A case manager will work with the person and their family through a person centered planning process in order to identify services and supports and assist in coordination and access of these services.

### **Crisis Prevention/Intervention Services**

The State of Maine Crisis system works to assist individuals to remain in their homes and local communities before during and after crisis incidents. The team provides outreach support, and consultation and education services. The crisis system also operates a residential service for short term crisis stabilization, as assessed by crisis personnel. Crisis services are available 24 hours a day through a toll free hotline number: 1-888-568-1112 by asking to speak with a DS/OADS Crisis worker.

## ***Developmental Services (Cont.)***

### **Employment/ Home Supports/ Community Supports**

These services are provided as determined through assessment and eligibility and can be viewed in the link below:

**[www.maine.gov/dhhs/oads/disability/ds/index.shtml](http://www.maine.gov/dhhs/oads/disability/ds/index.shtml)**

For more information please contact: Maine  
Department of Health and Human Services, Office of  
Aging and Disability Services..... (207)287-9200

## **Disability Rights Center (DRC)**

The Disability Rights Center (DRC) provides protection and advocacy services for eligible people of all ages with developmental disabilities or mental illness. DRC offers direct advocacy assistance, information and referral, and training. For more information call or write:

**Disability Rights Center**

**24 Stone Street, Suite 204**

**Augusta, ME 04338-2007.....(207)626-2774**

**Toll Free.....1-800-452-1948**

**..... Dial 711 (Maine Relay)**

**[www.drcme.org/](http://www.drcme.org/)**

## **Educational Opportunities**

### **Adult Education**

Adult Education Programs offer a variety of academic, self-improvement, vocational and craft courses to community residents in all parts of Maine. Courses are usually announced in local papers. In some areas, adults earning high school diplomas can participate free of charge. If you have a special interest or hobby you would like to teach or if you would like an adult education program at your senior club or dining site, contact the Adult Education Office through your local school system.

### **Community Colleges**

Community Colleges provide post-secondary education. Enrollment in specific courses is conditional on the approval of the Dean of Admissions.

### **Central Maine Community College**

**1250 Turner Street**

**Auburn, ME 04210 ..... (207)755-5100**

**Toll Free ..... 1-800-891-2002**

**[www.cmcc.edu/](http://www.cmcc.edu/)**

***Educational Opportunities (Cont.)***

**Eastern Maine Community College**  
**354 Hogan Road**  
**Bangor, ME 04401 ..... (207)974-4600**  
**Toll Free ..... 1-800-286-9357**

**[www.emcc.edu/](http://www.emcc.edu/)**

**Kennebec Valley Community College**  
**92 Western Avenue**  
**Fairfield, ME 04937-1375..... (207)453-5000**  
**Toll Free ..... 1-800-528-5882**  
**TTY..... (207)453-5163**

**[www.kvcc.me.edu/](http://www.kvcc.me.edu/)**

**Northern Maine Community College**  
**33 Edgemont Drive**  
**Presque Isle, ME 04769 ..... (207)768-2700**  
**TTY..... (207)768-2817**

**[www.nmcc.edu/](http://www.nmcc.edu/)**

***Educational Opportunities (Cont.)***

**Southern Maine Community College**  
**2 Fort Road**  
**South Portland, ME 04106.....(207)741-5500**  
**Toll Free .....1-877-282-2182**

[www.smccme.edu/](http://www.smccme.edu/)

**Washington County Community College**  
**Calais Campus**  
**1 College Drive**  
**Calais, ME 04619 .....(207)454-1000**  
**Toll Free .....1-800-210-6932**

[www.wccc.me.edu/](http://www.wccc.me.edu/)

**York County Community College**  
**112 College Drive**  
**Wells, ME 04090.....(207)646-9282**  
**Toll Free .....1-800-580-3820**

[www.yccc.edu/](http://www.yccc.edu/)



## ***Educational Opportunities (Cont.)***

### **Healthy Aging**

Healthy aging programs are offered throughout the state for older people who wish to take more control over their own health through lifestyle changes that have proven effective in reducing the risk of disease and disability. Numerous community partners offer classes in A Matter of Balance, Enhance Wellness, Enhance Fitness, Healthy IDEAS and Chronic Disease Self-Management.

Living Well is designed for people with chronic health conditions such as high blood pressure, diabetes, depression, etc. to participate in a six week seminar offering two-and-a-half hour sessions to learn how to better manage their health conditions. A Matter of Balance is an eight week seminar which consists of a two hour meeting per week designed for older community-dwelling adults to learn how to reduce their fear of falling and improve activity levels.

***Educational Opportunities (Cont.)***

For more information call 877-353-3771 for your local Area Agency on Aging or contact:

**Office of Aging & Disability Services**

**#11 State House Station**

**Augusta, ME 04333-0011 .....(207)287-9200**

**Toll Free Nationwide .....1-800-262-2232**

**..... Dial 711 (Maine Relay)**

**[www.maine.gov/dhhs/oads/aging/](http://www.maine.gov/dhhs/oads/aging/)**

**Roadscholar**

Road Scholar is a not-for-profit educational organization that offers 5,500 educational tours in all 50 states and 150 countries. Alongside local and renowned experts, experience in-depth and behind-the-scenes learning opportunities, from cultural tours and study cruises. For more information, call or write:

**Roadscholar – Formerly Elderhostel**

**11 Ave. De LaFayette**

**Boston, MA 02110-1746**

**Toll Free ..... 1-877-426-8056**

**..... (617)426-5437**

**[www.roadscholar.org/](http://www.roadscholar.org/)**

***Educational Opportunities (Cont.)***

**Senior College**

Just because someone retires from work doesn't mean he or she retires from learning. Maine has seventeen "Senior Colleges," learning centers that offer Mainers age 55 or older courses on a variety of topics including music, art, history and science, in a university environment.

The Osher Lifelong Learning Institute at The University of Southern Maine in Portland helps senior colleges organize and communicate with one another.

Retirees who have lifetimes of experience in the subjects usually teach senior college courses.

[www.maineseniorcollege.org/](http://www.maineseniorcollege.org/)

**Local/Out-of-State ..... (207)780-4406**

**Augusta Senior College**

University of Maine Augusta (207)621-3551

**Bridgton Senior College**, University of Southern Maine, Bridgton Memorial School, (207)647-5054.

**Coastal Senior College**

University College at Rockland (207)596-6906 or 1-800-286-1594

## ***Educational Opportunities (Cont.)***

**Down East Senior College**, University College at Ellsworth, (207)667-3897 or 1-800-696-2540.

**Gold Leaf Institute**, University of Maine at Farmington, (207)778-7063.

**Lewiston-Auburn Senior College**, University of Southern Maine, Lewiston-Auburn College Campus, (207)753-6500.

**Midcoast Senior College**, University College at Bath/Brunswick, (207)442-7349 or 1-800-696-2329.

**Osher Lifelong Learning Institute**, University of Southern Maine, Portland Campus, (207)780-4406.

**Penobscot Valley Senior College**, University of Maine Center of Aging, Orono, (207)581-1947.

**SAGE**, University of Maine at Presque Isle, (207)768-9502

**Senior College UMaine Hutchinson Center**, University of Maine at Belfast, (207)338-8033.

**Sunrise Senior College**, University of Maine at Machias, (207)255-1200.

**Western Mountains Senior College**, Adult Education SAD 244, Bethel, (207)824-2780.

***Educational Opportunities (Cont.)***

**University of Maine System**

Maine residents age 65 or older who wish to register for courses at a campus of the University of Maine but are unable to cover the cost of tuition may apply to take the course tuition free. To do so, request a Senior Waiver at the Student Accounts (billing) office at the campus you plan to attend. The waiver of tuition can be used only for undergraduate courses; it does not cover lab and other course fees.

**University of Maine Augusta**

**46 University Drive**

**Augusta, ME 04330-9410 .....(207)621-3000**

**Toll Free Enrollment Center.....1-877-862-1234**

**TTY.....(207)621-3107**

**.....1-800-316-3600**

**[umaine.edu/](http://umaine.edu/)**

**University of Maine Augusta/Bangor**

**216 Texas Avenue**

**Bangor, ME 04401-4367 .....(207)262-7800**

**University of Maine Augusta/Lewiston-Auburn**

**51-55 Westminster Street**

**Lewiston, ME 04240 .....(207)753-6500**

*Educational Opportunities Cont.)*

**University of Maine Farmington**  
**Farmington, ME 04938.....(207)778-7000**

**University of Maine Fort Kent**  
**23 University Drive**  
**Fort Kent, ME 0473**  
**Toll Free .....1-888-879-8635**

**University of Maine Machias**  
**116 O'Brien Avenue**  
**Machias, ME 04654-1397 .....(207)255-1200**  
**Toll Free .....1-888-468-6866**

**University of Maine Orono**  
**Orono, ME 04469 .....(207)581-1110**

**University of Maine Presque Isle**  
**81 Maine Street**  
**Presque Isle, ME 04769 .....(207)768-9400**

**University of Southern Maine**  
**PO Box 9300**  
**Portland, ME 04104-9300 .....(207)780-4141**  
**Toll Free .....1-800-800-4876**

***Educational Opportunities (Cont.)***

**University of Maine’s Center on Aging** – The mission of the Center is to promote and facilitate activities on aging in areas of education and training, research and evaluation, community services and consultation to maximize the quality of life of older citizens and their families in Maine.

**UMaine Center on Aging**  
**Camden Hall**  
**25 Texas Avenue**  
**Bangor, ME 04401-4324**  
**Phone .....(207)581-2444**  
**Fax .....(207)581-4490**  
  
**[mainecenteronaging.umaine.edu/](http://mainecenteronaging.umaine.edu/)**

## **Employment and Training**

### **Age Discrimination in Employment**

If you feel you have been forced to retire or otherwise discriminated against because of age, or would like more information regarding your rights as a job applicant, employer, or employee, call or write:

**Maine Human Rights Commission**

**#51 State House Station**

**Augusta, ME 04333.....(207)624-6290**

**..... Dial 711 (Maine Relay)**

**[www.maineemployeerights.com/](http://www.maineemployeerights.com/)**

### **Employment Services**

Career Centers throughout Maine provide workers with the information, advice, job search assistance and training they need to enter the job market.

**[www.mainecareercenter.com](http://www.mainecareercenter.com)**



*Employment and Training (Cont.)*

**One Stop Career Centers**

**[www.mainecareercenter.com/](http://www.mainecareercenter.com/)**

**Androscoggin County**

**CareerCenter**

**5 Mollison Way**

**Lewiston, ME 04240 .....(207)753-9000**

**..... Dial 711 (Maine Relay)**

**Fax .....(207)783-5301**

**Aroostook County**

**CareerCenter**

**66 Spruce Street, Suite 1**

**Presque Isle, ME 04769 .....(207)760-6300**

**Toll Free .....1-800-635-0357**

**..... Dial 711 (Maine Relay)**

**Fax .....(207)760-6350**

**CareerCenter**

**88 Fox Street**

**Madawaska, ME 04756 .....(207)728-6345**

**Toll Free .....1-800-437-7881**

**Fax .....(207)728-4491**

***Employment and Training (Cont.)***

**Aroostook County Action Program**  
**91 Military Street**  
**Houlton, ME 04730 .....(207)532-5300**  
**Toll Free .....1-800-691-0033**  
**Fax .....(207)532-5301**

**Cumberland County**  
**CareerCenter**  
**185 Lancaster Street, PO Box 738**  
**Portland, ME 04104.....(207)771-5627**  
**Toll Free .....1-877-594-5627**  
**..... Dial 711 (Maine Relay)**  
**Fax .....(207)822-0221**

**Franklin County**  
**CareerCenter**  
**865 US Rt 2E**  
**Wilton, ME 04294 .....(207)645-5800**  
**Toll Free .....1-800-982-4311**  
**..... Dial 711 (Maine Relay)**  
**Fax .....(207)645-2093**

***Employment and Training (Cont.)***

**Hancock County**

**CareerCenter**

**45 Oak Street, Suite 3**

**Bangor, ME 04401-7902 ..... (207)561-4050**

**Toll Free TTY ..... 1-800-498-6711**

**Toll Free ..... 1-888-828-0568**

**Fax ..... (207)561-4066**

**Kennebec County**

**CareerCenter**

**21 Enterprise Dr., Suite 2**

**Augusta, ME 04333-0109 ..... (207)624-5120**

**Toll Free ..... 1-800-760-1573**

**Knox County**

**CareerCenter**

**91 Camden Street, Suite 201**

**Rockland, ME 04841-0201 ..... (207)596-2600**

**Toll Free ..... 1-877-421-7916**

**TTY ..... 1-888-212-6229**

**Fax ..... (207)594-1428**

***Employment and Training (Cont.)***

**Oxford County**

**CareerCenter (Western Maine Community  
Action-Job Training)**

**232 Main Street**

**South Paris, ME 04281 .....(207)743-7763**

**Toll Free .....1-877-237-6171**

**TTY.....1-888-313-9400**

**Penobscot County**

**Training & Development Center**

**45 Oak Street, St. 3**

**Bangor, ME 04401 .....(207)561-4050**

**Toll Free .....1-888-828-0568**

**Fax .....(207)561-4066**

**Eastern Maine Development Services**

**One Dirigo Drive, Suite 2**

**East Millinocket, ME 04430 .....(207)746-9608**

**Toll Free .....1-800-777-8173**

**Fax .....(207)746-9439**

***Employment and Training (Cont.)***

*Employment and Training (Cont.)*

**Sagadahoc County**

**CareerCenter**

**275 Bath Rd.**

**Brunswick Me. 04011 .....(207)373-4000**

**Toll Free .....1-888-836-3355**

**..... Dial 711 (Maine Relay)**

**Fax .....(207)373-4004**

**Somerset County**

**CareerCenter**

**98 North Avenue, Ste 20**

**Skowhegan, ME 04976 .....(207)474-4950**

**Toll Free .....1-800-760-1572**

**..... Dial 711 (Maine Relay)**

**Fax .....(207)474-4914**

**Waldo County**

**CareerCenter (Open Monday, Tuesday and Thursday)**

**91 Camden Street, Suite 201**

**Rockland, ME 04841-3424 .....(207)596-2600**

**Toll Free .....1-877-421-7916**

**TTY .....1-888-212-6229**

**Fax .....(207)594-1428**

***Employment and Training (Cont.)***

**Washington County**

**CareerCenter**

**1 College Drive**

**Calais, ME 04619 .....(207)454-7551**

**Toll Free .....1-800-543-0303**

**..... Dial 711 (Maine Relay)**

**Fax .....(207)454-0349**

**CareerCenter**

**15 Prescott Drive, Suite 1**

**Machias, ME 04654.....(207)255-1900**

**Toll Free .....1-800-292-8929**

**TTY.....1-800-381-9932**

**Fax .....(207)255-4778**

**York County**

**CareerCenter**

**9 Bodwell Court**

**Springvale, ME 04083.....(207)324-5460**

**Toll Free .....1-800-343-0151**

**..... Dial 711 (Maine Relay)**

**Fax .....(207)324-7069**

***Employment and Training (Cont.)***

**CareerCenter**

**9 Bodwell Court**

**Springvale, ME 04073.....(207)324-5460**

**Toll Free .....1-800-343-0151**

**..... Dial 711 (Maine Relay)**

**Fax .....(207)324-7069**

**Senior Community Service Employment  
Program (SCSEP)**

This program provides part-time employment training in a variety of community service jobs, in non-profits and government agencies, for people age 55 and over who meet income guidelines. The sponsors of this program in Maine are:

Goodwill Industries of Northern New England  
(Cumberland, Sagadahoc & Lincoln Counties)

**Toll Free.....1-800-244-5891**

**Phone.....(207)774-6323**

**[www.goodwillnne.org/jobs/adult-employment-services/senior-community-service-employment-program/](http://www.goodwillnne.org/jobs/adult-employment-services/senior-community-service-employment-program/)**

***Employment and Training (Cont.)***

**National ABLE Network (A.B.L.E.)**

**336 Mt Hope Ave. Suite 1**

**Bangor, ME 04401..... (207)385-2500**

**Toll Free ..... 1-855-944-8300**

**Fax..... (207)945-6839**

**[www.nationalable.org/](http://www.nationalable.org/)**

**Women, Work, and Community**

This program (formerly Displaced Homemakers) assists people after divorce, death, or disability of a spouse or family member. It is committed to helping older women and men facing changes in their lives by providing services such as support groups, one-to-one counseling, referral, career exploration and training in job-seeking skills.

**Administrative Office:**

**46 University Drive**

**Augusta, ME 04330..... (207)621-3440**

**..... 1-800-442-2092**

**[womenworkandcommunity.org/](http://womenworkandcommunity.org/)**



***Employment and Training (Cont.)***

**Augusta**

**University of Maine Augusta**  
**46 University Drive, Stoddard House**  
**Augusta, ME 04330-9410 .....(207)621-3440**

**Bangor**

**WWC-UCB**  
**216 Texas Avenue, Acadia Hall**  
**Bangor, ME 04401 .....(207)262-7840**

**Bath**

**WWC Bath/Brunswick Center, UMS**  
**9 Park Street**  
**Bath, ME 04011 .....(207)386-1664**

**Calais**

**WWC, WCCC**  
**One College Drive**  
**Calais, ME 04011 .....(207)386-1664**

**Ellsworth**

**WWC Mill Mall**  
**248 State Street, Suite 1**  
**Ellsworth, ME 04605 .....(207)667-1834**

***Employment and Training (Cont.)***

**Farmington**

**WWC**

**108 Perham Street, Suite A**

**Farmington, ME 04938.....(207)778-2757**

**WWC**

**Lewiston-Auburn College, USM**

**51-55 Westminster Street**

**Lewiston, ME 04240 .....(207)753-6612**

**South Paris Outreach Center**

**232 Main Street**

**South Paris, ME 04281 .....(207)743-9322**

**Lewiston/Auburn**

**Portland**

**WWC**

**175 Main Street**

**South Portland, ME 04106.....(207)799-5025**

**Presque Isle**

**WWC**

**Northern Maine Community College**

**33 Edgemont Drive**

**Presque Isle, ME 04769 .....(207)764-0050**

***Employment and Training (Cont.)***

**Saco**

**WWC**

**University College at Saco, UMS**

**110 Main Street, Suite 1101**

**Saco, ME 04072 .....(207)286-1722**

**Waterville**

**Box 13G, 19 Hillside Avenue**

**Waterville, ME 04901 .....(207)872-9482**



## **Family Caregiver Support Program**

The Family Caregiver Support Program, supported by the Administration on Aging, is for families caring for older individuals and for grandparents caring for grandchildren. Each Area Agency on Aging has a Family Caregiver Coordinator who provides or arranges for:

- Information and assistance
- Individual counseling
- Support groups
- Caregiver training
- Respite care
- and other services

For more information, contact your local Area Agency on Aging at **1-877-353-3771**.

**[www.caregivinginmaine.org](http://www.caregivinginmaine.org)**

## Financial

### Property Tax & Rent Refund

**Elderly tax assistance** is for people at least 62 years of age who meet low-income guidelines. People 55 or over on Federal disability and living alone are also eligible to apply. A husband and wife, both of whom are on Federal disability, are also eligible to apply if the applicant is at least age 55.

**General tax assistance** is for income eligible owners and renters of any age. Maximum refund is \$1000. People of any age who were assisted with their housing costs by a government subsidy are not eligible for this program.

Elderly people living in subsidized housing may be eligible for elderly tax assistance. To request an application, call or write:

#### Maine Revenue Services

**#24 State House Station**

**Augusta, ME 04333.....(207)626-8475**

**..... Dial 711 (Maine Relay)**

**Out-of-State .....1-888-577-6690**

**To order forms .....(207)624-7894**

Application booklets are also available at town or city tax offices and at Area Agencies on Aging, listed on pages 2 - 7.

## *Financial (Cont.)*

**The Property Tax Fairness Credit** offers a tax credit to Maine residents who own a home or pay rent. The tax credit starts January 2014. Residents are eligible to take the credit if they have an adjusted gross income of no more than \$40,000, or they pay more than 40% of their adjusted gross income on rent. The Maine Income Tax Form will include a Property Tax Fairness Worksheet to help you figure out if you qualify. If you usually do not file an income tax return, you can apply by contacting the Maine Revenue Services at (207)626-8475.

**[www.maine.gov/revenue/](http://www.maine.gov/revenue/)**

*Financial (Cont.)*

**Social Security Offices**

[www.ssa.gov](http://www.ssa.gov)

**Toll Free Nationwide ..... 1-800-772-1213**

**TTY Nationwide..... 1-800-325-0778**

- Auburn: PO Box 7401 Great Falls Plaza**  
.....**1-866-627-6996**
- Augusta: 330 Civic Center Drive**  
.....**1-866-882-5422**
- Bangor: 202 Harlow Street, Room 208**  
.....**1-877-405-1448**
- Portland: 550 Forrest Ave. Suite 150**  
.....**1-877-319-3076**
- Presque Isle: 365 Main Street**  
.....**1-866-837-2719**
- Rockland: 231A Park Street**  
.....**1-855-269-9179**
- Rumford: 3 Canal Street**  
.....**(207)364-3731**
- Saco: 110 Main Street Suite 1450**  
.....**1-877-253-4715**
- Waterville: 14 Colby Street (next to district court)**  
.....**1-866-931-9169**
- Portsmouth, NH**  
.....**1-877-253-4715**



## ***Financial (Cont.)***

### **Supplemental Security Income (SSI)**

Supplemental Security Income (SSI) guarantees a minimum monthly income to people who are at least 65 years old, or blind, or disabled with limited income and resources. You may get SSI even if you work, get Social Security, or own your house and car. If you receive SSI you are automatically eligible for MaineCare.

To find out if you qualify, contact the nearest Social Security Office.

For assistance in applying for SSI, contact your local Area Agency on Aging, listed on pages 2 - 7.

*Financial (Cont.)*

**Tax Preparation**

**Federal**

Soon after the first of every year, the Internal Revenue Service (IRS) publicizes a list of Volunteers in Tax Assistance (VITA) who can assist you to prepare your federal income tax returns. There is no charge for the service. The list is available at the beginning of every year at the Area Agencies on Aging listed, on pages 2 - 7.

**To call the IRS directly:**

**For assistance .....1-800-829-1040**

**For forms.....1-800-829-3676**

**[www.irs.gov/](http://www.irs.gov/)**

**State**

**To call the Maine Revenue Service directly:**

**For assistance .....(207)626-8475**

**For forms.....(207)624-7894**

**[www.maine.gov/revenue/](http://www.maine.gov/revenue/)**

# **General Assistance Program**

Each town has a General Assistance Program to help people in emergencies. You may be eligible even if you work or receive other benefits such as: SNAP, VA benefits, or Social Security income. To request General Assistance, contact your city/town office. Your application must be accepted for review. You may be turned down for help if you do not meet the guidelines for the program. The application is private and confidential. If you have problems concerning General Assistance, contact:

## **Office of Family Independence**

**Department of Health and Human Services**

**19 Union St., Augusta, Me. 04333**

.....(207)624-4168

**Toll Free .....1-800-442-6003**

**Local/Out-of-State TTY .....1-800-606-0215**

# **Guardianship and Conservatorship**

When appropriate less restrictive alternatives are not available, the Probate Courts may appoint a guardian to act as a substitute decision maker on behalf of an incapacitated individual. Depending on an individual's incapacity, a guardianship appointment may be full or limited to certain areas such as medical or residential decision making. Conservatorship appointments are made to protect, preserve, and manage estates of incapacitated adults.

The Office of Aging and Disability Services (OADS) may serve as public guardian and/or public conservator for mentally incapacitated adults only when there is no suitable, available and willing private individual to serve as private guardian or conservator.

For more information about guardianship and conservatorship and their alternatives, contact your County Probate Court; visit the following DHHS web-site link:

**[http://www.maine.gov/dhhs/oads/guardianship/  
index.shtml](http://www.maine.gov/dhhs/oads/guardianship/index.shtml)**

or call your local OADS District Office and ask for the Adult Protective Services Supervisor.

## Health Screening and Care

Hospitals and health centers often sponsor health screening clinics where you can be tested for high blood pressure, diabetes, eye and vision problems, and hearing difficulties. Check your local newspaper or call your local Area Agency on Aging (AAA), listed on pages 2 - 7, for times and locations. In most cases, this service is free. If you have Medicare your AAA also can tell you about Medicare preventive benefits.

### Dental

**Maine Donated Dental Services**, a program of the Maine Dental Association and the Foundation of Dentistry for the Handicapped, in which volunteer dentists and labs donate treatment and lab work to disabled and elderly people. For more information about this service, contact Maine Donated Dental Services at (207)620-8276 or the Area Agency on Aging toll free at 1-877-353-3771.

# ***Health Screening and Care (Cont.)***

**Senior Dent** provides dental care at reduced fees. Maine residents who are age 62 or over, have no dental benefits under MaineCare or private insurance plan, and meet income guidelines are eligible. They will receive a minimum 15% discount on all dental services from participating dentists. For a listing of participating dentists, contact the Area Agency on Aging in your area toll free at 1-877-353-3771.

## **Eye Care**

Services available for people of all ages with vision problems include: diagnosis, adaptive skill training, provision of aids and appliances, property tax exemptions, and counseling. For information contact the Division for the Blind and Visually Impaired at the offices listed on pages A22-A23, or call or write:

**IRIS (Formerly Maine Center for the Blind)**  
**189 Park Avenue**  
**Portland, ME 04101.....(207)774-6273**

**[www.theiris.org/](http://www.theiris.org/)**

***Health Screening and Care (Cont.)***

Any person legally blind and in need, may apply for Supplemental Security Income (SSI) or Social Security Disability (SSDI) at the nearest Social Security Office. See page A38 for a complete list of offices.

**The Maine State Library Talking Book Program** provides books and magazines in a recorded cassette or disc format to people who are visually impaired, blind, or physically handicapped. For more information, call 1-800-762-7106.

**[maine.gov/msl/outreach/lbph/talkingbooks/](http://maine.gov/msl/outreach/lbph/talkingbooks/)**

**Medical Eye Care Program**

Financial assistance is available for certain treatments for people with a vision problem and who have limited income but are not MaineCare eligible. For information call or write:

**Office of MaineCare .....(207)287-2674**  
**#11 State House Station**  
**Augusta, ME 04333-0011 .....(207)287-2033**

**Pharmacy Help Desk**

**Toll Free .....1-800-321-5557**  
**..... Dial 711 (Maine Relay)**

## *Health Screening and Care (Cont.)*

### **National Eye Care Project**

Maine is also served by the National Eye Care Project, under which Maine ophthalmologists offer free treatment for qualified persons 65 years of age or older.

To be eligible, an individual must not have seen an ophthalmologist (physician eye specialist) in the last three years. If they have seen either an optometrist or optician they are still eligible for this program. See the next page for the list of locations where there is a participating ophthalmologist and the phone number to call for the name of a doctor in your area.

Participating ophthalmologists are located in Augusta, Bangor, Bath, Belfast, Blue Hill, Brunswick, Caribou, Dover-Foxcroft, Farmington, Fort Kent, Greenville, Houlton, Kittery, Lewiston, Madawaska, Millinocket, Portland, Presque Isle, Rockland, Sanford, Skowhegan, and Waterville.

To get the name of a specific doctor in your area call toll free statewide **1-800-222-3937 (Eye Care America)**.



*Health Screening and Care (Cont.)*

**Hearing**

The **Division of Deafness** provides a program of services to persons who are deaf, late deafened or hard of hearing. This includes publication of a resource guide, a Maine-Lines newsletter, information and referral, advocacy, Certification of Hearing Dogs and accessibility promotion. For more information and a listing of interpreter services, call or write:

**Department of Labor**  
**Bureau of Rehabilitation Services**  
**Division for the Deaf, Hard of Hearing & Late Deafened.....(207)623-6799**  
**..... Dial 711 (Maine Relay)**

**[www.maine.gov/rehab/dod/index.shtml](http://www.maine.gov/rehab/dod/index.shtml)**

*Health Screening and Care (Cont.)*

**The Telecommunications Equipment Project (TEP)** provides assistive telephone devices to people who are deaf or hard of hearing and persons with mobility, vision and speech disabilities. The devices that are available include amplified telephones, speaker phones and large button speaking phones. A person’s income determines whether they get the equipment on loan free or on a sliding scale by income. For more information about the Telecommunications Project (TEP), call:

**Toll Free .....1-800-639-3884**  
**.....(207)797-7656**

**[mcdmaine.net/programs-and-resources/telecommunications-equipment-program-tep/](http://mcdmaine.net/programs-and-resources/telecommunications-equipment-program-tep/)**

People who are interested in employment and would like to learn about **vocational rehabilitation services for deaf or hearing impaired** should contact the Department of Labor, Bureau of Rehabilitation Services at one of the Employment Service Agencies listed on pages A24 through A30. The Employment Service Agencies are also listed in the phone book under Maine State, Department of Labor.

# Home Care

Home care services include meals, Independent Support Services, personal care assistance, and nursing care. If you are not able to pay the cost of home care services, there may be state or federal programs that can help you.

## **Office of Aging & Disability Services**

**#11 State House Station**

**Augusta, ME 04333-0011 ..... (207)287-9200**

**Toll Free Nationwide ..... 1-800-262-2232**

**..... Dial 711 (Maine Relay)**

**[www.maine.gov/dhhs/oads/](http://www.maine.gov/dhhs/oads/)**

## **Homeward Bound / Money Follows the Person**

Homeward Bound is a program that helps older and disabled adults transition from nursing homes or hospitals to community living.

### **Who can participate?**

You must be 18 or older, qualify for MaineCare, have lived in a nursing home and/or hospital for at least 90 days, and have a desire to move back to the community.

\*We will however begin working with you prior to the 90 day mark.

### **What kinds of services and supports are available?**

A Transition Coordinator will help pull together a team of people that are involved with your care and support (nursing facility/hospital and community providers, family and friends, etc.)

You get to determine who is on your team.

Your care needs will be identified, you will be asked about what is most important to you, and your team will help put together the plan. The Transition Coordinator will help you access services and supports that will meet your needs and assist with arrangements for you move into

## ***Homeward Bound / Money Follows the Person (Cont.)***

your own place (home, apartment or group setting).

In addition to MaineCare funded Home and Community Based Services available (based on eligibility), for up to one year after the transition takes place, Homeward Bound offers other services and supports to help, such as:

- Help finding a place to live and assistance with home modifications, adaptive equipment and or assistive technology devices
- Assessments and consultation with specialists prior to and/or after the transition to help identify and address your unique needs.
- Peer Support - guidance from other people who have already made the transition from long term institutional care back to the community.

For more information, contact:

Maine Department of Health and Human Services,  
Office of Aging and Disability  
Services.....(207)287-4242

## **Hospice Services**

Hospice provides special help to people who have a terminal illness and their families. For more information call or write:

**Maine Hospice Council**

**PO Box 2239**

**295 Water St. Suite 303**

**Augusta, ME 04330.....(207)626-0651**

**Toll Free .....1-800-438-5963**

**[mainehospicecouncil.org/](http://mainehospicecouncil.org/)**

# **Housing**

## **Home Energy Assistance**

The Federal Low Income Home Energy Assistance Program (LIHEAP) provides funds to low income homeowners and renters to help pay for heating costs. The funds are distributed throughout Maine by Community Action Programs. For information contact your local Community Action Program listed on pages A5-A7, or Maine Housing listed on page 44.

## **Home Equity Conversion (Reverse Mortgage)**

Home Equity Conversion is a way of maintaining residency in your own home while gaining needed income to cover such costs as heat, home maintenance, property taxes and other personal needs. For information about available counseling call or write your local Area Agency on Aging (see pages 2 - 7).

## **Home Repair**

### **Community Action Programs**

Low interest loans and repair and renovation assistance is available to eligible homeowners. For more information contact your local Community Action Program listed on pages A5-A7.

***Housing (Cont.)***

**MaineHousing**

MaineHousing provides grants or low cost home improvement loans for health and safety related repairs and improvements. MaineHousing’s Home Repair Program provides help to low-income homeowners who cannot afford necessary home repairs. The program consists of a Home Repair Grant, Elderly Hardship grant and Septic Repair/Replacement loans.

For more information go to their website:  
**[www.mainehousing.org/programs-services/HomeImprovement](http://www.mainehousing.org/programs-services/HomeImprovement)**

**Rural Repair and Rehabilitation Loans and Grants**

The USDA’s Very Low-Income Housing Repair program provides loans and grants to very low-income homeowners to repair, improve, or modernize their dwellings or to remove health and safety hazards.

**USDA Rural Development State Office  
967 Illinois Avenue  
Bangor ME 04401**

.....(207)990-9100 Ext. 4

**[www.rurdev.usda.gov/ME\\_Home.html](http://www.rurdev.usda.gov/ME_Home.html)**



*Housing (Cont.)*

**Rental Assistance and Subsidized Housing**

**MaineHousing**

**353 Water Street Augusta ME 04330-4633**

.....**(207)626-4600**

**Toll Free ..... 1-800-452-4668**

..... **Dial 711 (Maine Relay)**

**[www.mainehousing.org](http://www.mainehousing.org)**

Older persons may be eligible for an apartment in a subsidized elderly housing project. In most cases the rent for these apartments is pre-set. In some cases the tenant pays a portion of their income toward rent.

MaineHousing maintains a list of affordable apartments on their website at:

**[www.mainehousing.org/programs-services/rental](http://www.mainehousing.org/programs-services/rental)**.

To apply for these apartments contact the property manager and request an application.

MaineHousing can also provide the contact information for the USDA Rural Development Offices where you can get information on subsidized apartments, locations and application procedures.

MaineHousing maintains contact information for the Public Housing Authorities (PHA’s) that manages developments and accepts applications for rental assistance in existing privately owned apartments.

***Housing (Cont.)***

MaineHousing also maintains a free rental listing service that is fast and easy to use. It includes detailed listings with pictures, maps and more. The listings are updated daily.

Website: [www.mainehousingsearch.org](http://www.mainehousingsearch.org)

**Shelters for Homeless People and Victims of Family Violence**

There are homeless shelters in many towns and cities throughout the state. Most provide temporary and emergency shelter only. In some cases, however, two to four weeks of shelter are offered, particularly to family violence victims or for detoxification purposes.

For more information contact:

**Maine Housing**  
**353 Water Street**  
**Augusta, Me 04330.....(207)626-4600**  
**Toll Free .....1-800-452-4668**  
**..... Dial 711 (Maine Relay)**

Or: Area Agencies on Aging listed on pages 2 - 7.

Or: **Adult Protective Services**

**Local .....(207)532-5047**  
**Toll Free Nationwide.....1-800-624-8404**  
**..... Dial 711 (Maine Relay)**

## ***Housing (Cont.)***

### **Weatherization**

Funds are available to low income homeowners and renters for weatherization projects to reduce energy costs by improving efficiency. Weatherization improvements may include insulation, weather-stripping, caulking and some safety-related repairs. For more information contact your local Community Action Agency, listed on pages A5-A7.

### **Central Heating Improvement Program (CHIP)**

grants may be used to repair or replace dangerous, malfunctioning or inoperable central heating systems that pose a threat to health and safety. The maximum grant for a heating system repair or replacement is \$3,000 for owner occupied homes. Limited CHIP benefits of up to \$300 may be available for rental properties occupied by LIHEAP-eligible tenants. For more information contact your local Community Action Agency, listed on pages A5-A7.

*Housing (Cont.)*

**Public Housing Authorities**

**Auburn Housing Authority .....(207)784-7351**

**Augusta Housing Authority .....(207)626-2357**

**Bangor Housing Authority .....(207)942-6365**

**Bath Housing Authority .....(207)443-3116**

**Biddeford Housing Authority .....(207)282-6537**

**Brewer Housing Authority .....(207)989-7551**

**Brunswick Housing Authority .....(207)725-8711**

**Caribou Housing Authority .....(207)493-4234**

**Fort Fairfield Housing Authority .....(207)476-5771**

**Indian Township Passamaquoddy .....(207)796-8004**

**Lewiston Housing Authority .....(207)783-1423**

**Mt. Desert Island & Ellsworth Housing Authority....**  
**.....(207)288-4770**

**Old Town Housing Authority .....(207)827-6151**

*Housing (Cont.)*

**Penobscot Nation Housing Department .....(207)827-7147**

**Pleasant Point Passamaquoddy Reservation .....(207)853-6021**

**Portland Housing Authority .....(207)773-4753**

**Presque Isle Housing Authority .....(207)768-8231**

**Sanford Housing Authority .....(207)324-6747**

**South Portland Housing Authority .....(207)773-4140**

**Van Buren Housing Authority .....(207)868-5441**

**Waterville Housing Authority .....(207)873-2155**

**Westbrook Housing Authority .....(207)854-9779**

**York Housing Authority .....(207)363-8444**

## **Information, Assistance & Outreach Services**

No matter where you live in Maine, there is an area agency on aging that will help you get the information about services you need to stay independent. You can get help by telephone or visit them in person. If you are home bound, staff or volunteers will visit you in your home.

Area Agency on Aging staff can help with many programs such as Food Supplement, Supplemental Security Income (SSI), MaineCare Prescription Drug Benefit, and Property Tax Fairness Credit. They also provide health insurance counseling. Each Area Agency has a TTY phone for persons who are deaf and can arrange for interpreters for consumers who do not speak English through the AT&T Language Line. For more information, contact your local Area Agency on Aging at 1-877-353-3771. A list of Maine's Area Agencies on Aging can be found on page 2 - 7.

# Insurance

## Bureau of Insurance

The Consumer Health Care Division and the Life and Health Division of the Bureau of Insurance help consumers who:

- Have questions about insurance;
- Want to file a complaint about an agent, a broker or a managed health care provider (HMO);
- Request publications on insurance, including long-term care and Medicare Supplement Insurance, call or write:

## Bureau of Insurance

**#34 State House Station**

**Augusta, ME 04333.....(207)624-8475**

**Toll Free .....1-800-300-5000**

**Fax .....(207)624-8599**

**[www.maine.gov/pfr/insurance/](http://www.maine.gov/pfr/insurance/)**

*Insurance (Cont.)*

**Health Insurance Counseling**

People in Maine who have Medicare insurance can get **free health insurance counseling** through the State Health Insurance Assistance Program (SHIP).

Services offered include:

- Providing additional information on Medicare
- Help you enroll in Medicare Savings Program
- Teach you to detect and report errors; and
- Obtain supplemental insurance

Call the Legal Services for the Elderly Helpline or your local Area Agency on Aging. Specially trained staff and volunteers will answer your questions about Medicare, Medicare prescription drug coverage, Advantage Plans, supplemental insurance, MaineCare, long-term care and other health insurance.

**[www.maine.gov/dhhs/oas/aging/community/medicare-assist.shtml](http://www.maine.gov/dhhs/oas/aging/community/medicare-assist.shtml)**

Call **1-877-353-3771** for your area agency on aging or:

**Legal Services for the Elderly at:**

**Local/Out-of-State .....(207)623-1797**

**Toll Free .....1-800-750-5353**



## *Insurance (Cont.)*

### **MaineCare (Medicaid)**

MaineCare is a federal and state funded program that pays for medical services by physicians, hospitals and other health care providers.

If you receive Supplemental Security Income (SSI) or Temporary Assistance to Needy Families (TANF) you are automatically eligible for MaineCare. If you are not in either of these programs but need help to pay for medical care, you may still be eligible for MaineCare.

For more information, contact the Department of Health and Human Services District Office nearest you, listed on pages 42-47 or your local Area Agency on Aging, listed on pages 2 - 7 or online:

**[www.maine.gov/dhhs/DHSaddresses.htm](http://www.maine.gov/dhhs/DHSaddresses.htm)**

Office of MaineCare Services:

**[www.maine.gov/bms](http://www.maine.gov/bms)**

## ***Insurance-MaineCare (Cont.)***

### **Low Cost Drugs for the Elderly and Disabled Program**

Maine's Low Cost Drugs for the Elderly and Disabled Program (DEL) helps to pay for prescription drugs for people whose income is no more than 185% of the federal poverty level. You must be 62 or older or age 19 or older and meet the disability criteria for SSI (Supplemental Security Income) If you spend more than 40% of your income on prescription drugs, the income level increases.

#### **Basic Benefit:**

- 80% minus \$2.00 of the cost of all generic prescription drugs on the Preferred Drug List.
- 80% minus \$2.00 of the cost of brand-name medications on the Preferred Drug List for the treatment of diabetes, heart disease, high blood pressure, chronic lung disease (emphysema and asthma), arthritis, anticoagulation, Hyperlipidemia (high cholesterol), incontinence, thyroid disease, osteoporosis, (bone density loss), Parkinson's Disease, glaucoma, Multiple Sclerosis, and ALS (Lou Gehrig's Disease).

## ***Insurance-MaineCare (Cont.)***

### **Supplemental Benefits:**

The Supplemental Benefit includes other drugs not covered in the basic Benefit. The drugs must be medically necessary and supplied from participating manufacturers. Actual savings vary from drug to drug. DEL Members pay the State's negotiated MaineCare rate minus \$2.00.

### **Catastrophic Spending Limit:**

After a Member spends \$1,000 on eligible prescription drugs, the state pays 80% of the cost of all eligible prescription drugs, regardless of any disease or condition. The drugs must be medically necessary and supplied from companies with agreements with the State. Eligible prescription drugs are only those drugs that were covered by DEL on May 31, 2001. The Catastrophic Spending Limit is tracked from August 1<sup>st</sup> each year to July 31<sup>st</sup> of the following year.

- Some drugs require “prior approval” for coverage.
- Coverage through DEL is funding of last resort. Members with other prescription drug coverage must use those benefits first.
- Members with Medicare Part D coverage are eligible for DEL Wrap Benefits only.

***Insurance-MaineCare (Cont.)***

Information on the DEL Program can be found at:

[www.maine.gov/dhhs/oads/aging/resource/lc\\_drugs.htm](http://www.maine.gov/dhhs/oads/aging/resource/lc_drugs.htm)

Mainers of all ages with income under 350% of the federal poverty level may be eligible for prescription drug discounts through the Maine Rx Plus Program. The program provides discounts of 15% - 60% off retail prices for drugs on the MaineCare Preferred Drug List. The greatest savings are on generic drugs.

To request an application or for more information about the medications covered in the Low Cost Drugs For The Elderly & Disabled or the Maine Rx Plus Program, call:

**Toll Free .....1-800-321-5557**  
**..... Dial 711 (Maine Relay)**

**Your local Area Agency on Aging can tell you the current income guidelines and help you to apply. Call your local Area Agency on Aging at 1-877-353-3771.**

## *Insurance-MaineCare (Cont.)*

### **MaineCare for Workers with Disabilities**

Workers with disabilities can now go back to work or work more hours and keep their MaineCare benefits. Depending on what you earn, you may have to pay a small premium, but never more than \$20 a month. For more information, call or visit your local Department of Health and Human Services office or visit the web site at

**[www.maine.gov/dhhs/oads/aging/resource/mc\\_wwd.htm](http://www.maine.gov/dhhs/oads/aging/resource/mc_wwd.htm)**

DHHS offices are listed on pages 42-47 of this directory.

## *Insurance (Cont.)*

### **Medicare**

Medicare is health insurance for people age 65 or older, under age 65 with certain disabilities, and any age with permanent kidney failure requiring dialysis or a kidney transplant. Medicare covers certain medical services and items in hospitals and other settings.

**Medicare Part A** helps to cover inpatient care in hospitals and skilled nursing facilities. It also helps cover hospice and home health care. Most people automatically get Part A coverage without having to pay a monthly payment.

**Medicare Part B** helps cover medical care like doctors' services, outpatient care, some preventive services and other items and services. Part B is optional and you pay a monthly premium for this coverage.

Medicare Advantage Plans are health plan options that are approved by Medicare and run by private companies. These options are **Medicare Part C** and they are a different way of getting Medicare coverage than traditional Medicare.

## ***Insurance -Medicare (Cont.)***

These plans include Part A and Part B coverage, extra benefits, and may include prescription drug coverage.

### **Medicare Prescription Drug Coverage (Part D)**

Medicare offers prescription drug coverage (Part D) for everyone with Medicare. To get Medicare drug coverage, you must join a plan run by an insurance company or other private company approved by Medicare. Each plan can vary in cost and drugs covered. If you want Medicare drug coverage, you need to choose a plan that works with your health coverage and needs. Since plan coverage may change annually, it is very important that you review the costs and covered medications each year for any Part D Plan before you enroll.

Part D is Optional and you usually pay a monthly premium to get coverage. Even if you don't take a lot of prescription drugs now, you should still consider joining a Medical drug plan.

If you decide not to join a Medicare drug plan when you are first eligible, and you don't have other creditable prescription drug coverage, you will likely pay a late enrollment penalty (higher premiums) if you choose to join later.

## ***Insurance -Medicare (Cont.)***

If your income is low, you may be eligible for programs that pay the Part B premium, deductibles, co-insurances, and/or co-payments. You may also be eligible for help with Part D out-of-pocket costs. For more information, contact your local Department of Health and Human Services Office, a local Area Agency on Aging, or Legal Services for the Elderly.

Call the Social Security Administration Several months before you turn age 65 to make sure you get enrolled in the Medicare Program. Contact information for the local Social Security offices is listed on page A38.

If you have any questions about the Medicare Program, call the Maine SHIP Program at **1-877-353-3771** or the Medicare Program directly at **1-800-MEDICARE (1-800-633-4227)**.

Centers for Medicare and Medicare Services:

**[www.medicare.gov](http://www.medicare.gov)**



***Insurance -Medicare (Cont.)***

**Medicare Part D Appeals Unit  
Legal Services for the Elderly**

The Medicare Part D Appeals Unit of Legal Services for the Elderly provides free help to low-income Mainers having trouble getting their prescription drugs covered through Medicare Part D. Appeals Specialists provide information and assistance over the phone Monday through Friday from 9:00 to 12:00 and 1:00 to 4:00. The Unit also helps pharmacies, medical offices and other health care providers that need information about Part D formularies or help in understanding how to get medications covered for their patients. Information about Medicare Part D, including links to the Plan Formularies, is available at the LSE website: **[www.mainelese.org](http://www.mainelese.org)**

**Toll Free .....1-877-774-7772**

## *Insurance -Medicare (Cont.)*

### **Things to Consider When Choosing or Changing your Coverage**

- **Coverage** – When choosing between Original Medicare and a Medicare health plan, does the plan provide extra coverage you want that Original Medicare doesn't cover?
- **Your other coverage** – Do you have, or are you eligible for, other types of health or prescription drug coverage? If so, read the materials you get from your insurer or plan, or call them to find out how the coverage works with, or are affected by, Medicare. If you have coverage through a former or current employer or union, talk to your benefits administrator, insurer, or plan before making any changes to your coverage.
- **Cost** – How much are your premiums and deductibles? How much do you pay for services like hospital stays or doctor visits? Your costs vary and may be different if you don't follow the coverage rules.

## ***Insurance -Medicare (Cont.)***

- **Doctor and hospital choice** – Do your doctors accept the coverage? Are they accepting new patients? If you are considering a Medicare health plan, do you have to choose your hospital and health care providers from a network? Do you need a referral to see a specialist?
- **Prescription drugs** – What are your drug needs? Do you need to join a Medicare drug plan? What will your prescription drugs cost under each plan? Are your drugs covered under the plan's formulary (drug list)? Formularies can change.
- **Quality of care** – The quality of care and services given by plans and other health care providers can vary. Medicare has information to help you compare plans and providers. See page 100.
- **Convenience** – Where are the doctors' offices? What are their hours? Which pharmacies can you use? Can you get your prescriptions by mail?
- **Travel** – Do you spend part of each year in another state? Will the plan cover you there?

## ***Insurance -Medicare (Cont.)***

### **Northeast Health Care Quality Foundation**

Northeast Health Care Quality Foundation, Medicare's Quality Improvement Organization for Maine, New Hampshire and Vermont, reviews cases to make sure Medicare patients get quality medical care, all the tests and services they need, and are not discharged from the hospital before they are ready to go.

Call this toll free hotline at **1-800-772-0151** if you:

- ❑ Think the hospital is making you leave before you are ready to go
- ❑ If the hospital notifies you that Medicare will not cover your admission and continued stay and you disagree
- ❑ Have a complaint about the quality of medical care you received
- ❑ Have a question about Medicare
- ❑ Want to receive Medicare publications, their "free" newsletter *Health Matters for Medicare Consumers*, or if you want a free Medicare presentation for your group.

**[www.medicarequality.org](http://www.medicarequality.org)**

# **Legal Assistance**

## **Legal Services for the Elderly (LSE)**

Legal Services for the Elderly provides free legal services statewide to people aged 60 and over. Priority is given to those who are socially or economically needy. LSE has offices in Augusta, Bangor, Lewiston, Presque Isle and Scarborough. Staff attorneys provide representation in matters concerning access to long-term care, physical abuse or financial exploitation, public benefits, evictions, foreclosure and other issues.

### **LSE Business Office:**

**Augusta**

**5 Wabon Street**

**Augusta, ME 04330.....(207)621-0087**

### **Part D Appeals Unit Helpline**

**.....1-877-774-7772**

**[www.mainelse.org](http://www.mainelse.org)**

*Legal Assistance (Cont.)*

**Legal Services for the Elderly Helpline**

LSE provides free legal information and brief services from Helpline attorneys over the phone on a wide variety of issues, such as public benefits including Medicare and MaineCare, landlord/tenant issues, consumer matters and advance directives. For clients who need extended assistance, LSE may make a referral to one of its regional offices. For clients who need representation in matters that LSE does not handle, LSE may make a referral to private attorneys who charge reduced fees.

**Legal Helpline Statewide**

**Local/Out-of-State .....(207)623-1797**

**Toll Free V/TTY .....1-800-750-5353**

**Maine Equal Justice Partners** is a nonprofit legal aid provider, whose mission is to find solutions to poverty and improve the lives of people with low income in Maine.

**Local/Out-of-State .....(207)626-7058**

**Toll Free .....1-866-626-7059**

**[www.mejp.org/](http://www.mejp.org/)**

*Legal Assistance (Cont.)*

**Office of the Attorney General**

**[www.maine.gov/ag/](http://www.maine.gov/ag/)**

**Pine Tree Legal Assistance**

Pine Tree Legal Assistance provides free legal help to Maine people with low incomes.

<b>Augusta .....</b>	<b>(207)622-4731</b>
<b>Bangor.....</b>	<b>(207)942-8241</b>
<b>Lewiston.....</b>	<b>(207)784-1558</b>
<b>Machias.....</b>	<b>(207)255-8656</b>
<b>Portland .....</b>	<b>(207)774-8211</b>
<b>Presque Isle .....</b>	<b>(207)764-4349</b>

**[www.ptla.org/](http://www.ptla.org/)**

# **Lifeline and Link-up**

## **Background**

Telephone service is considered a necessity for daily modern life. Yet the cost of starting and maintaining such service may be too high for some consumers. Under Congressional mandate, the federal Universal Service Fund (USF) supports the Lifeline Assistance and Link-Up America programs. These programs provide discounts on basic monthly service and initial installation or activation fees for telephone service at the primary residence to income-eligible consumers. The Federal Communications Commission (FCC), with the help of the Universal Service Administrative Company (USAC), administers the USF.

## **What Benefits are Available under the Lifeline and Link-Up Programs?**

- **Lifeline Assistance** provides discounts on basic monthly service at the primary residence for qualified telephone subscribers. These discounts can be up to \$10.00 per month, depending on your state.



## ***Lifeline (Cont.)***

- **Link-Up America** helps income-eligible consumers initiate telephone service. This program pays one-half (up to a maximum of \$30) of the initial installation fee for a traditional, wireline telephone or activation fee for a wireless telephone for a primary residence. It also allows participants to pay the remaining amount they owe on a deferred schedule, interest-free.

Residents of Native American Indian and Alaska Native tribal communities may qualify for enhanced Lifeline assistance (up to an additional \$25.00) and expanded Link-Up support (up to an additional \$70.00). For more information on these enhanced Lifeline and Link-Up programs, visit:

**[www.fcc.gov/cgb/consumerfacts/tribalfactsheet.html](http://www.fcc.gov/cgb/consumerfacts/tribalfactsheet.html)**

## ***Lifeline (Cont.)***

### **How Do I Qualify for Lifeline and Link-Up Discounts?**

The Lifeline and Link-Up Programs are available to qualifying consumers in every state, territory, and commonwealth. Eligibility criteria vary by state. States that have their own Lifeline program may have their own criteria.

For states that rely solely on the federal Lifeline and Link-Up program eligibility criteria, subscribers must either have an income that is at or below 135% of the federal Poverty Guidelines, or participate in one of the following assistance programs:

- Medicaid
- Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Low-Income Home Energy Assistance Program (LIHEAP)

## *Lifeline (Cont.)*

- Temporary Assistance to Needy Families (TANF)
- The National School Lunch Program's Free Lunch Program.

Residents of Native American Indian and Alaska Native tribal communities qualify for enhanced Lifeline and Link-Up support if they meet one of the criteria listed above, qualify under their state's Lifeline program (if their state has its own Lifeline program), or participate in one of the following assistance programs:

- Bureau of Indian Affairs General Assistance,
- Tribally-Administered Temporary Assistance for Needy Families (TTANF), or
- Head Start (if income eligibility criteria are met).

## ***Lifeline (Cont.)***

The qualifying income in all federal default states except Alaska and Hawaii varies from a maximum of \$14,621 for a family of one to a maximum of \$49,964 for a family of eight. For each additional person in the household beyond eight, add \$5,049. To find the specific eligibility requirements for your state, visit the USAC Web site at **[www.lifelinesupport.org](http://www.lifelinesupport.org)**.

You may also call a toll free number – 1-888-641-8722 – to ask general questions about eligibility, but not to apply to participate in the Lifeline and Link-Up programs. To find out how to apply, visit the USAC Web site at **[www.lifelinesupport.org](http://www.lifelinesupport.org)**, or call your local telephone company.

You can also contact your local telephone company or your state public service commission for more information about these programs and to determine whether or not you qualify for discounts. Contact information for your state public service commission can be found on the Web site of the National Association of Regulatory Utility Commissioners, **[www.naruc.org/commissions.cfm](http://www.naruc.org/commissions.cfm)** or in the blue pages or government section of your local telephone directory.

## ***Lifeline (Cont.)***

### **Who Pays for the Lifeline and Link-Up Programs?**

All telecommunications service providers and certain other providers of telecommunications must contribute to the federal USF based on a percentage of their interstate and international end-user telecommunications revenues. These companies include wireline phone companies, wireless phone companies, paging service companies, and certain Voice over Internet Protocol (VoIP) providers.

Some consumers may notice a “Universal Service” line item on their telephone bills. This line item appears when a company chooses to recover its USF contributions directly from its customers by billing them this charge. The FCC does not require this charge to be passed on to customers. Each company makes a business decision about whether and how to assess charges to recover its Universal Service costs.

## ***Lifeline (Cont.)***

These charges usually appear as a percentage of the consumer's phone bill. Companies that choose to collect Universal Service fees from their customers cannot collect an amount that exceeds their contribution to the USF. They also cannot collect any fees from a Lifeline program participant.

### **For More Information**

For information about other telecommunications issues, visit the FCC's Consumer & Governmental Affairs Bureau Web site at **[www.fcc.gov/cgb](http://www.fcc.gov/cgb)**, or contact the FCC's Consumer Center by e-mailing **[fccinfo@fcc.gov](mailto:fccinfo@fcc.gov)**;

**Calling 1-888-CALL-FCC (1-888-225-5322)  
voice or 1-888-TELL-FCC (1-888-835-5322)  
Faxing 1-866-418-0232; or writing to:**

**Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Consumer Inquiries and Complaints Division  
445 12th Street, SW  
Washington, DC 20554**

## ***Lifeline (Cont.)***

### **Safelink Wireless**

SAFELINK WIRELESS® service is a U.S. government supported program for Income eligible households provided by TracFone Wireless, Inc. In order to participate in the SAFELINK WIRELESS® service, persons must meet certain eligibility requirements set by each State where the service is to be provided. These requirements are based on a person's participation in a state or Federal support programs or by meeting the Income Poverty Guidelines as defined by the U.S. Government. SAFELINK WIRELESS® service is limited to one person per household.

### **Lifeline Service**

SafeLink Wireless proudly offers Lifeline Service, which is a program that enables qualifying customers to receive discounts on monthly telephone service. In their version of the program, participants receive free cellular service, a free SafeLink Wireless cell phone and the assurance that the participant will get no bills and no contracts EVER!

## ***Lifeline (Cont.)***

### **Program Overview**

SafeLink Wireless offers qualifying customers FREE cellular service. This service is currently available in Maine

### **Benefits in Maine**

Through SafeLink Wireless' Lifeline Service you can receive:

- A FREE SafeLink Wireless phone
- A FREE cellular plan that gives you 68 Minutes every month

### **Qualifying in Maine**

You qualify for Lifeline Service in your area if...

You already participate in one of the following assistance programs:

- Emergency Assistance Program
- Home Energy Assistance Program (HEAP)
- Medicaid (known as MaineCare)



## ***Lifeline (Cont.)***

- Supplemental Nutrition Assistance Program (Food Stamps)
- Supplemental Security Income (SSI)
- Temporary Assistance to Needy Families (TANF)

No one in your household currently receives Lifeline Assistance through another phone carrier. If someone in your household is receiving Lifeline Assistance you must cancel the service before applying for Lifeline Service through SafeLink Wireless.

You have a valid United States Postal Address. In order for SafeLink to ship you your FREE phone you must live at a residence that can receive mail from the US Post Office. Sorry, but P.O. Boxes cannot be accepted.

### **Applying in Maine**

Applying for SafeLink Wireless Service in Maine is quick and easy, and by using the following website you can be approved in less than ten minutes.

## ***Lifeline (Cont.)***

To apply, just follow these steps:

- Access the application website at:  
**[www.safelinkwireless.com/EnrollmentPublic/home.aspx](http://www.safelinkwireless.com/EnrollmentPublic/home.aspx)**
- Fill out the application on this website.
- Download the completed application for your records.
- Write down the Enrollment ID that we provided when you fill out your application! With your ID you will be able to check on the status of your application here, or by calling them at **1-800-Safelink**.

## **Long-term Care Ombudsman Program (LTCOP)**

The Ombudsman program investigates complaints about long-term care services. Contact the program if:

- You have a concern about your rights as a nursing home or residential care facility resident or as a recipient of home care services.
- You have a complaint about nursing home, residential care, or home care services;

Your contact will be kept confidential and you may write or call without giving your name. For more information and publications call or write:

**Long-term Care Ombudsman Program (LTCOP)  
61 Winthrop St.**

**Augusta, ME 04332.....(207)621-1079**

**Toll Free .....1-800-499-0229**

**Fax .....(207)621-0509**

**[www.maineombudsman.org](http://www.maineombudsman.org)**

## **Native American Grants & Services**

To find out about services available to Maine's older Native Americans, contact one of the following:

### **Aroostook Band of Micmacs**

**7 Northern Road**

**Presque Isle, ME 04769 .....(207)764-1972**

**For Elders .....(207)764-3286**

**[www.micmac-nsn.gov/](http://www.micmac-nsn.gov/)**

### **Houlton Band of Maliseet Indians**

**3 Clover Circle**

**Houlton, ME 04730 .....(207)532-4229**

**[www.maliseets.com/index.htm](http://www.maliseets.com/index.htm)**

### **Passamaquoddy Tribe at Indian Township**

**PO Box 301**

**Princeton, ME 04668 .....(207)796-2301**

### **Passamaquoddy Tribe at Pleasant Point**

**PO Box 343**

**Perry, ME 04667 .....(207)853-2600**

**[www.passamaquoddy.com/](http://www.passamaquoddy.com/)**

### **Penobscot Nation**

**12 Wabanaki Way, Indian Island**

**Old Town, ME 04468.....(207)827-7776**

**[www.penobscotnation.org/](http://www.penobscotnation.org/)**

*Native American Grants & Services (Cont.)*

**Wabanaki Mental Health Association**

*(For Hancock, Penobscot, Piscataquis, and parts of Washington County, this association offers mental health services)*

**157 Park Street**

**Bangor, ME 04401 .....(207)992-0411**

For information about off-reservation services contact your local Area Agency on Aging, listed on pages 2 - 7.

## **Nursing Facility Care**

*To report a case of abuse, neglect or exploitation in a licensed facility call 1-800-383-2441*

**Residential Care Facilities** serve adults who may need supervision or assistance with their diet, medication, walking, bathing and dressing.

**Nursing facilities** are for people who do not require hospital care but who need frequent nursing care and are dependent on others to do daily activities.

MaineCare, Medicare and other insurance (under certain conditions) may cover some or all of the costs of nursing facility care.

To find out if you are eligible for financial assistance, contact the Office of Family Independence at a Department of Health and Human Services District Office listed on pages A14–A21

*Nursing Facility Care (Cont.)*

For more information about assisted living or nursing facility care call:

**Community Services Licensing.....(207)287-9300**  
**Toll Free .....1-800-791-4080**  
**Nursing Facilities .....(207)287-9300**

or

**Office of Aging and Disability Services**  
**#11 State House Station**  
**Augusta, ME 04333.....(207)287-9200**  
**Toll Free .....1-800-262-2232**  
**..... Dial 711 (Maine Relay)**

## **Nutrition/Meals**

### **Community Meal Sites**

There are almost 100 locations in the state where older citizens can enjoy a nutritious noon meal. Some of these sites serve meals daily, Monday through Friday. Other sites are open less often. Meal sites also sponsor programs on health, nutrition education, and other consumer issues.

### **Home Delivered Meals**

In many areas of the state, volunteers and paid staff deliver meals to people who are homebound and unable to prepare meals for themselves. Special containers make sure that when the meal arrives, it is hot and ready to eat. In some cases, participants can opt to receive frozen meals to reheat at a later time.

Both nutrition programs are available to anyone 60 years of age or older, regardless of income. No fee is charged, but donations are encouraged. For more information on either of these programs, contact your local Area Agency on Aging listed on pages 2 - 7. You can also search for dining sites at

**[gateway.maine.gov/dhhs-apps/dining/](https://gateway.maine.gov/dhhs-apps/dining/)**



## *Nutrition meals (Cont.)*

### **Maine Senior FarmShare**

#### **ELIGIBILITY REQUIREMENTS:**

To take part in the Senior FarmShare Program you must:

1. Be a Maine resident, 60 years old or older (55 if Native American)
2. Not be an immediate family member or live in the same household as the farmer
3. 2012 income guidelines:
  - Maximum of \$20,665/per year (\$1,722/month) for a one-person household; or
  - Maximum of \$27,991/per year (\$2,333/month) for a two-person household

*(Note: If you have established eligibility in MaineCare, or Supplemental Security Income, or Low Income Home Energy Assistance Program, or Low Income Drug Program, you automatically meet the income guidelines.)*

## *Nutrition meals (Cont.)*

If you are uncertain about your eligibility to participate in Maine Senior FarmShare, you should contact your local area agency on aging by calling the **ELDERS-1** toll-free number at **1-877-353-3771**.

### **BENEFITS OF FARMSHARE:**

As a participant in the program, you are qualified to receive a free share (\$50 worth) of first-quality, fresh, local produce from a Maine farm for 8 weeks during the growing season. The variety of produce and method of delivery/pick-up will vary depending on which farm you choose to sign up with.

### **HOW AND WHEN TO SIGN UP:**

Sign up takes place during March and April each year directly with a participating farmer. Please see the participating farmers list at the following site:

**[www.getrealmaine.com/index.cfm/fuseaction/home.showpage/pageID/77/index.htm](http://www.getrealmaine.com/index.cfm/fuseaction/home.showpage/pageID/77/index.htm)**

## *Nutrition meals (Cont.)*

Seniors must sign up each year with a farmer. Please do not assume that you are automatically signed up if you participated in a prior year.

You may choose a different farmer from year to year, but you can only sign up with **one** farmer for **one** share in **one** program year.

The number of seniors who qualify for the Senior FarmShare program significantly outnumbers the number of shares available for distribution. If the farm you contact has filled all of their shares, you may ask to be put on a waiting list. Please understand that meeting the eligibility requirements does not guarantee you a share.

You are not officially signed up until you complete and sign the agreement form given to you by the farmer. These forms will be available to the farmers in March. It is your responsibility to directly contact a local farmer to sign up. You can either use the participating farmers list due out soon or you can contact your local area agency on aging by calling the **ELDERS-1** toll free number at **1-877-353-3771** to assist you.

## *Nutrition meals (Cont.)*

### **SENIOR RESPONSIBILITIES**

You are signing an agreement with a farmer to use your entire share by the date the farmer sets. Only sign up for a share if you are fairly certain you will be able to use all of it. *You must let the farmer know if your share will not be used.* If you cannot or do not use your full share, the farmer has to provide produce for which he has been paid by signing up another senior.

### **THINGS YOU SHOULD CONSIDER WHEN SIGNING UP WITH A FARMER:**

- Does the farm grow fruits and vegetables that you like to eat?
- Are you required in the agreement to go pick up from the farm, or does the farmer deliver to you?
- If you have to PICK UP your produce, do you have transportation to get to the farm enough times over the 8 week season to use up your \$50 share?
- Is the place where you have to pick up your produce too far away from your home?

## *Nutrition meals (Cont.)*

- Do you choose what you will receive every week, or does the farmer choose for you? (This will be explained by the farmer and written on the agreement form.)

### **RECIPES/BENEFITS OF FRESH FRUITS AND VEGETABLES:**

The benefits of eating more fruits and vegetables are plentiful! For specific information on the nutritional benefits of fruits and vegetables and for recipes click on the links below:

- **Maine Nutrition Network:**  
**[www.maine-nutrition.org/](http://www.maine-nutrition.org/)**
- **Office of Aging and Disability Services:**  
**[www.maine.gov/dhhs/oads/aging/community/nutrition.shtml](http://www.maine.gov/dhhs/oads/aging/community/nutrition.shtml)**
- **Fruits and Veggies Matters:**  
**[www.fruitsandveggiesmatter.gov/](http://www.fruitsandveggiesmatter.gov/)**
- **Recipe Source:** **[www.recipesource.com](http://www.recipesource.com)**

## *Nutrition meals (Cont.)*

### **SEASONAL AVAILABILITY OF PRODUCE IN MAINE:**

Different farms participating in the Maine Senior FarmShare program offer different types of fruits and vegetables. You should check with the farmer before signing up to be sure the farm's offerings will meet your needs. The fruits and vegetables will be available at different times during the growing season. Since the FarmShare program only includes Maine-grown produce, you should realize that you will not receive items such as bananas, oranges, lemons, and other tropical fruits

### **CONTACT INFORMATION:**

If you have any questions or concerns that your farmer is unable to answer, please contact your local area agency on aging by calling the **ELDERS-1** toll free number at **1-877-353-3771**.

## *Nutrition meals (Cont.)*

### **Commodity Supplemental Food Program**

#### **1. What is the CSFP?**

- The Commodity Supplemental Food Program (CSFP) works to improve the health of low-income elderly people at least 60 years of age by supplementing their diets with nutritious USDA commodity foods. It provides food and administrative funds to States to supplement the diets of these individuals.
- Elderly people are the population served by CSFP in Maine which provides food rather than the food vouchers.
- CSFP food packages do not provide a complete diet, but rather are good sources of the nutrients typically lacking in the diets of the target population.

## *Nutrition meals (Cont.)*

CSFP is administered at the Federal level by the USDA Food and Nutrition Service

- (FNS), an agency of the U.S. Department of Agriculture.
- An estimated 444,000 elderly people participated in the program in fiscal year (FY) 2008. As a newer program, Maine currently has over 3,000 participants.

### **2. How does the program operate?**

USDA purchases food and makes it available to State agencies and Indian Tribal Organizations (ITOs), along with funds for administrative costs. In Maine, the state agencies that administer CSFP are both the Maine Department of Health and Human Services and the Maine Department of Agriculture. State agencies store the food and distribute it to public and non-profit private local agencies.



## *Nutrition meals (Cont.)*

Local agencies – such as Maine’s AAAs and the Western Maine Community Action Program determine the eligibility of applicants, distribute the foods, and provide nutrition education. Local agencies also provide referrals to other welfare, nutrition, and health care programs such as the Supplemental Nutrition Assistance Program (SNAP) formerly known as the Food Stamp Program, Medicaid, and Medicare.

### **3. What are the requirements to get food through CSFP?**

Elderly participants must reside in Maine.

Maine has established an income limit for the elderly that is at or below 130 percent of the Federal Poverty Income Guidelines.

## *Nutrition meals (Cont.)*

### **4. What foods are provided to participants?**

Food packages include a variety of foods, such as non-fat dry and evaporated milk, juice, farina, oats, ready-to-eat cereal, rice, pasta, peanut butter, dry beans or peas, canned meat or poultry or tuna, and canned fruits and vegetables.

### **5. Who should I contact for more information about CSFP?**

For more information about this program, contact the Maine Office of Aging and Disability Services at **1-800-262-2232** or you can contact your local AAA who is the local CSFP Coordinating Agency.

## *Nutrition meals (Cont.)*

### **Supplemental Nutrition Program (SNAP)**

Participants utilize an electronic benefits card to purchase food or garden seeds, to make voluntary contributions at meal sites, for home delivered meals available through Area Agencies on Aging or for meals in designated restaurants.

Eligibility is based on a number of factors including: citizenship; size of household; whether you are disabled; monthly household income and expenses, including medical expenses, and total assets.

Applications are available at many locations statewide including Department of Health and Human Services District Offices, Town Offices and Area Agencies on Aging. Applications can be requested by mail or telephone. Applications go to the Office of Integrated Access and Support at the district DHHS office nearest you. (See listing on pages 42-47 for address and phone number.) An older person can be interviewed for eligibility by telephone.

Area Agencies on Aging can help with completing a food stamp application. For more information, contact your local **Area Agency on Aging at 1-877-353-3771.**

# Office of Aging and Disability Services

**Our Mission is to promote the highest level of independence for older adults and adults with disabilities.**

**We prioritize the assurance of safety and well-being for all adults.**

**Office of Aging & Disability Services**

**#11 State House Station**

**Augusta, ME 04333-0011 .....(207)287-9200**

**Toll Free Nationwide .....1-800-262-2232**

**Toll Free ..... Dial 711(MaineRelay)**

**[www.maine.gov/dhhs/oads/](http://www.maine.gov/dhhs/oads/)**

## **Sexual Assault Support Programs**

Maine's Sexual Assault Support Programs, all of which belong to the Maine Coalition Against Sexual Assault, are for victims and survivors of sexual violence of all ages and their friends and families. These programs cover the entire state and provide:

- Support and advocacy for survivors of sexual violence, their families, and concerned others, including a 24-hour crisis and support line, support groups, crisis intervention and information, and referrals for mental health and other community resources.
- Support and advocacy for survivors who seek medical attention, report to the police, or engage with the criminal justice system, and support for their families and concerned others through these processes.
- Community awareness-building and education for all ages and audiences on a range of topics, including root causes and impact of sexual violence; sexual harassment; drug-facilitated sexual assault; internet safety; personal body safety; and outreach for and about specific populations and audiences.

***Sexual Assault Support Programs (Cont.)***

For more information or to access our 24 hour,  
confidential statewide sexual assault crisis and  
support line, please call

.....**1-800-871-7741**  
**TTY.....1-800-458-5599**

## **Substance Abuse and Mental Health Services (SAMHS)**

**Crisis Number .....1-888-568-1112**  
**Intentional Warm Line....1-866-771-WARM(9276)**  
**Telephone..... (207)287-2595**  
**Information & Resource Center.....1-800-499-0027**  
**..... Dial 711 (Maine Relay)**

**[www.maine.gov/dhhs/samhs/](http://www.maine.gov/dhhs/samhs/)**

Behavioral Health services may include: case management, crisis intervention, counseling, medication review, medication assisted treatment, residential treatment, employment supports, housing supports, intensive outpatient, and inpatient treatment.

Peer Support and Recovery services may include: recovery centers, peer centers, peer support groups, peer crisis respite services, and intentional peer supports.

The Intentional Warm Line offers telephone support during challenging times and non-crisis situations. The goal is not to be tied to the Intentional Warm Line, but to be encouraged to build a life that is lived in the community of choice. Callers will receive support, social connection, assistance with referrals to community resources, recovery programs and an opportunity to connect with others during a time of fear, grief or sadness.

*Substance Abuse and Mental Health  
Services (Cont.)*

**The Maine Warmline toll free number is: 1-866-771-9276 or 1-866-771-WARM**

The key elements of the Intentional Warm Line service are:

- Access: 24 Hours a day - 365 days a year
- Belief: In the hope and potential of Recovery
- Commitment: To practice and model Intentional Peer Support
- Encourage: Community Integration

For more information about services in your area contact the Department of Health and Human Services at one of its district offices for mental health services:

**Region I**

**161 Marginal Way, Portland, ME 04101**

**Telephone ..... (207)822-0126**

**Toll Free ..... 1-800-482-7520**

**..... Dial 711 (Maine Relay)**



***Substance Abuse and Mental Health  
Services (Cont.)***

**Region II**

**41 Anthony Avenue, Augusta, ME 04333**

**Telephone..... (207)287-9170**

**Toll Free ..... 1-800-675-1828**

**..... Dial 711 (Maine Relay)**

**200 Main Street, Lewiston ME 04240**

**Telephone..... (207)795-4300**

**Toll Free ..... 1-800-482-7517**

**..... Dial 711 (Maine Relay)**

**91 Camden Street Suite 103, Rockland ME 04841**

**Telephone..... (207)596-4302**

**Toll Free ..... 1-800-432-7802**

**..... Dial 711 (Maine Relay)**

**Region III**

**176 Hogan Road, Bangor, ME 04401**

**30 Skyway Drive, Caribou ME 04736**

**53 Prescott Drive Suite 3, Machias ME 04654**

**Telephone..... (207)941-4360**

**Toll Free ..... 1-800-963-9491**

**..... Dial 711 (Maine Relay)**

For information concerning eligibility as a veteran,  
call:

**Togus Patient Advocate..... (207)623-8411(X 5760)**

## ***Substance Abuse and Mental Health Services (Cont.)***

**NAMI Maine sponsors support groups** throughout the state for people who have a mental illness (peers) and for family members and friends. NAMI support groups provide a safe place for people to share their stories about their struggles with mental illness and learn from others.

**The NAMI Maine help line, 1-800-464-5767 - is a confidential non-crisis help line, available Monday through Friday, between 8:00 am and 4:30 pm.**

**[www.namimaine.org/](http://www.namimaine.org/)**

NAMI can help:

- navigate the mental health or criminal justice systems
- understand your rights
- talk through the issues that are of concern
- figure out where to get the assistance you need or who to talk to next
- find a service in Maine or elsewhere
- get information about a law, a program, or a policy

***Substance Abuse and Mental Health  
Services (Cont.)***

**Mental Health Service Providers**

**Aroostook Mental Health Center**  
**One Vaughn Place, PO Box 1018**  
**Caribou, ME 04736.....(207)498-6431**  
**TTY.....(207)764-3903**

**Community Counseling Center**  
**165 Lancaster St.**  
**Portland, ME 04101 .....(207)874-1030**  
**..... Dial 711 (Maine Relay)**  
**TTY.....(207)874-1043**

**Community Health & Counseling Services**  
**42 Cedar Street, PO Box 425**  
**Bangor, ME 04401 .....(207)947-0366**  
**Toll Free .....1-800-924-0366**  
**TTY.....(207)990-4730**

**Tri-County Mental Health Center**  
**1155 Lisbon Street, PO Box 2008**  
**Lewiston, ME 04241-2008**  
**V/TTY.....(207)783-9141**  
**Toll Free .....1-800-787-1155**

***Substance Abuse and Mental Health  
Services (Cont.)***

**Health Reach Network  
Me General Counseling & Act Team  
9 Green Street  
Augusta, ME 04330  
Voice/TTY ..... (207)621-3700  
..... Dial 711 (Maine Relay)**

**Mid-Coast Mental Health Center  
PO Box 526, 12 Union Street  
Rockland, ME 04841 ..... (207)701-4400  
Toll Free ..... 1-800-540-2072  
TTY ..... (207)594-4975**

**Northern Maine Medical Center  
Aroostook Home Health  
345 Market Street, PO Box 8  
Fort Kent Mills, ME 04744 ..... (207)834-4006  
Toll Free ..... 1-888-834-2990  
Aftercare Program ..... 1-877-688-9977**

**Washington County Psychotherapy Associates  
BMHI Campus  
PO Box 926  
Bangor, ME 04401 ..... (207)941-4293**

## **Support Groups**

Support groups are a way to share problems or concerns with others and to receive emotional support after a death, divorce, or during a family member's chronic or terminal illness. For more information regarding various support groups in your area, contact your local Area Agency on Aging, listed on pages 2 - 7.

# Transportation Services

Buses, vans, or individual drivers can help you get to doctors' offices, clinics and pharmacies in most areas of the state. Advance notice is required for some of these arrangements. For information, contact the regional social services transportation provider in your area, or contacts your local Area Agency on Aging, listed on pages 2 - 7.

## Transportation Providers

If you would like more information on Non-emergency Transportation Services, please go to:

[maine.gov/dhhs/oms/nemt/nemt\\_index.html](http://maine.gov/dhhs/oms/nemt/nemt_index.html)

### Aroostook Regional Transportation System

Local bus service .....(207)764-3384

Local bus service .....1-800-442-3320

Medicaid Mileage Reimbursement

.....1-800-621-1011

### Coastal Transportation Services

Rockland Area.....(207)596-6605

Toll Free .....1-800-289-6605

Bath Area Toll Free .....1-800-444-6207

# ***Transportation Providers (Cont.)***

## **Community Concepts Transportation**

<b>Auburn .....</b>	<b>(207)795-6073</b>
<b>Farmington .....</b>	<b>(207)779-0594</b>
<b>Rumford .....</b>	<b>(207)364-3685</b>
<b>South Paris.....</b>	<b>(207)743-6905</b>

## **Downeast Transportation**

<b>Ellsworth Area .....</b>	<b>(207)667-5796</b>
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## **Freeport Transit, Inc.**

<b>Portland.....</b>	<b>(207)865-9400</b>
<b>.....</b>	<b>(207)865-9494</b>

## **Kennebec Valley Community Action Program**

<b>Toll Free .....</b>	<b>1-800-542-8227</b>
<b>Augusta .....</b>	<b>(207)622-4761</b>
<b>Waterville.....</b>	<b>(207)873-2122</b>
<b>Skowhegan .....</b>	<b>(207)474-8487</b>

## **Penquis Community Action Program**

**(Penobscot& Piscataquis Counties)**

<b>Toll Free .....</b>	<b>1-866-853-5969</b>
<b>Bangor .....</b>	<b>(207)973-3695</b>

# ***Transportation Providers (Cont.)***

## **Western Maine Transportation Services**

**Auburn ..... (207)784-9335**

**Lisbon ..... 1-800-393-9335**

## **Regional Transportation Program**

**Portland & Cumberland County ..... (207)774-2666**

## **Waldo County Committee for Social Action**

**Belfast ..... (207)338-4769**

**Toll Free ..... 1-800-439-7865**

## **Washington-Hancock Community Agency**

**Milbridge ..... (207)546-7544**

**Toll Free ..... 1-800-828-7544**

## **West Transportation, Inc.**

**Milbridge ..... (207)546-2823**

## **York County Community Action Program**

**Sanford ..... (207)324-5762**

## **Independent Transportation Network**

**Portland**

**90 Bridge St. / PO Box 1279**

**Westbrook, Me. 04098 ..... (207)854-0505**



# **Veterans Services**

## **Veterans Administration**

To find out if you are eligible for certain health and counseling services available through the Veterans Administration at Togus, call or write:

### **Togus Patient Advocate**

**Veterans Administration Center and Hospital**

**Augusta, ME 04330.....(207)623-8411 (X 5760)**

**Toll Free Switchboard and all Extensions**

**.....1-877-421-8263**

**Toll Free Veterans Benefits.....1-800-827-1000**

## **State Division of Veterans Services**

The State Division of Veterans Services can provide assistance in the following areas:

- Employment
- Housing
- Claims applications
- Financial assistance and loans
- Counseling
- Educational benefits
- Tax and various other exemptions

***Veterans Services (Cont.)***

For more information, call or write:

**Division of Veterans Services**  
**#117 State House Station**  
**Augusta, ME 04333.....(207)430-6035**

**[www.maine.gov/dvem/bvs/](http://www.maine.gov/dvem/bvs/)**

**U.S. Department of Veteran Affairs:**

**[www.va.gov](http://www.va.gov)**

# Volunteering

There are many ways that older people can volunteer their time and skills. The programs listed below are a few that may interest you. Along with this list, many other volunteer opportunities exist within your local Area Agency on Aging/Aging and Disability Resource Center.

## Foster Grandparent Program

The Foster Grandparent Program provides part-time (20 hours a week) volunteer opportunities for people with low income age 60 and older to serve children with special or exceptional needs in their homes, schools, day care centers, institutions, hospitals, correctional facilities or specialized programs for developmentally disabled children. Volunteers receive a small stipend.

Contact the Foster Grandparent Program at the following locations:

*For all counties **except** York and Cumberland:*

**Penquis FGP**

**262 Harlow Street, PO Box 1162**

**Bangor, ME 04402-1162**

..... (207)973-3684

..... 1-800-215-4942 (X3684)

# ***Volunteer Opportunities (Cont.)***

*In York and Cumberland Counties:*

## **Foster Grandparent & Senior Companion Program**

**510 Cumberland Ave**

**Portland, ME 04102.....(207)773-0202**

**[www.maineservicecommission.gov/national-service/foster-grandparents/](http://www.maineservicecommission.gov/national-service/foster-grandparents/)**

## **Long-term Care Ombudsman Program**

A **Volunteer Ombudsman** visits residents in long-term care facilities. “Ombudsman” (pronounced ombudz-man) is a Swedish word that means citizen representative. A Volunteer Ombudsman

- Visits residents on a regular basis.
- Listens to residents’ concerns and problems while having a friendly visit.
- Reports to the Program Staff for guidance while they try to respond to the needs of the residents.

## **Retired and Senior Volunteer Program (RSVP)**

The RSVP program matches volunteers aged 55 or older with community service jobs such as delivering meals, providing companionship to homebound individuals and teaching in literacy programs. RSVP volunteers also serve at the Maine State Museum, in local schools, libraries, nursing homes and hospitals.

***Volunteer Opportunities (Cont.)***

**Aroostook RSVP**

**33 Davis Street, PO Box 1288**

**Presque Isle, ME 04769 .....(207)764-6184**

**ITN America**

**90 Bridge Street Suite 105**

**Westbrook, Me 04092 .....(207)857-9001**

**Fax: .....(207)857-9199**

**Penquis Coastal**

**170 Pleasant Street, Suite A**

**Rockland, ME 04841.....(207)596-0361**

**Health Reach RSVP**

**PO Box 829**

**Waterville, ME 04903-0829.....(207)861-3400**

**UMaine Center on Aging RSVP**

**Camden Hall, 25 Texas Avenue**

**Bangor, ME 04401-4221.....(207)262-7926**

**Southern Maine RSVP**

**136 Route 1**

**Scarborough, ME 04074.....(207)396-6500**

**[www.maineservicecommission.gov/national-service/retired-senior-volunteer-program/](http://www.maineservicecommission.gov/national-service/retired-senior-volunteer-program/)**

***Volunteer Opportunities (Cont.)***

**Senior Companion Program**

The Senior Companion Program provides a part-time (20 hours per week) volunteer opportunity for people with low income age 60 and over. These volunteers work with adults with special needs. A small stipend is provided to volunteers who are income eligible.

Contact the Senior Companion Program at the following for all counties except York and Cumberland locations:

**UMaine Cooperative Extension  
Senior Companion Program  
University of Maine  
5717 Corbett Hall, Room 304  
Orono, ME 04469-5717 .....(207)581-3326**

**In York and Cumberland  
Opportunity Alliance  
Prop and Senior Volunteer Program  
510 Cumberland Ave.  
Portland, ME 04101 .....(207)773-0202**

**[umaine.edu/seniorcompanion/](http://umaine.edu/seniorcompanion/)**

## ***Volunteer Opportunities (Cont.)***

### **Senior Medicare Patrol**

Volunteers are trained to educate Maine's seniors about potential errors, fraud, waste and abuse in Medicare and MaineCare. Volunteers provide one-on-one help with Medicare and MaineCare questions and/or speak to senior groups and organizations. For further information, contact the SMP Coordinator at your local **Area Agency on Aging at 1-877-353-3771.**

### **Service Corps of Retired Executives (SCORE)**

This organization of volunteers is supported by the U.S. Small Business Administration (SBA). SCORE recruits executives who are retired from business to use their past experience to counsel people who are starting up or running small businesses. Volunteers receive travel expenses.

SCORE offices are listed below:

#### **Augusta SCORE**

**Federal Building & Post Office**

**67 Sewall Street**

**AUGUSTA, ME 04330.....(207)622-8509**

**[www.scoremaine.org](http://www.scoremaine.org)**

## ***Volunteer Opportunities (Cont.)***

### **Bangor SCORE**

**Federal Buiding #230**

**202 Harlow Street**

**BANGOR, ME .....(207)942-0103**

**[bangor.score.org/](http://bangor.score.org/)**

### **Lewiston/Auburn SCORE**

**415 Lisbon ST.**

**LEWISTON, ME 04240.....(207)782-3708**

**[centralmaine.score.org/](http://centralmaine.score.org/)**

### **Downeast Maine SCORE**

**248 State Street**

**ELLSWORTH, ME 04605 .....(207)667-5800**

**[downeastmaine.score.org/](http://downeastmaine.score.org/)**

### **Oxford Hills SCORE**

**2 Market Square**

**SOUTH PARIS, ME 04281 .....(207)743-0499**

**[oxfordhills.score.org/](http://oxfordhills.score.org/)**

### **Portland SCORE**

**100 Middle Street**

**PORTLAND, Maine 04101 .....(207)772-1147**

**[portlandme.score.org/](http://portlandme.score.org/)**

### **Western Mountains SCORE**

**60 Lowell Street**

**P.O. Box 8**

**Rumford, ME 04276.....(207)364-3123**

**[http://www.scoremaine.org/pages/west\\_mtn.htm](http://www.scoremaine.org/pages/west_mtn.htm)**







## Aging and Disability Services

An Office of the  
Department of Health and Human Services

*Paul R. LePage, Governor*

*Mary C. Mayhew, Commissioner*

### **NON-DISCRIMINATION NOTICE**

In accordance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 1981, 2000d et seq.) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794), the Age Discrimination Act of 1975, as amended (42 U.S.C. § 6101 et seq.), Title II of the Americans with Disabilities Act of 1990 (42 U.S.C. § 12131 et seq.), and Title IX of the Education Amendments of 1972, (34 C.F.R. Parts 100, 104, 106 and 110), the Maine Department of Health and Human Services does not discriminate on the basis of sex, race, color, national origin, disability or age in admission or access to, or treatment or employment in its programs and activities. We are committed to providing services to people who have Limited English Proficiency (LEP) To LEP individuals seeking services from DHHS, qualified interpreters are available at no cost to the client to help communicate with the department.

A Civil Rights Compliance Coordinator, has been designated to coordinate our efforts to comply with the U.S. Department of Health and Human Services regulations (45 C.F.R. Parts 80, 84, and 91), the Department of Justice regulations (28 C.F.R. part 35), and the U.S. Department of Education regulations (34 C.F.R. Part 106) implementing these Federal laws. Inquiries concerning the application of these regulations and our grievance procedures for resolutions of complaints alleging discrimination may be referred to Civil Rights Compliance Coordinator at 221 State Street, Augusta, ME 04333, Telephone number: (207) 287-4289 (Voice) or 1-800-606-0215 (TTY), or the Assistant Secretary of the Office of Civil Rights of the applicable department (e.g. the Department of Education), Washington, D.C.

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